Avery Berkel

XM and XT series
Retail System Scales

Operator Instructions

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Safety Warnings

1

1.1 Safety and warnings

1.1.1 Safe Installation

The mains lead must be connected to a supply outlet with a protective earth contact. The electrical supply at the socket outlet must provide over-current protection of an appropriate rating.

Pluggable equipment must be installed near an easily accessible socket outlet. Permanently connected equipment must have a readily accessible disconnect device incorporated in the fixed wiring.

To avoid the risk of the machine falling, where applicable, ensure that it is placed securely on a flat and level surface.

USA

If the scale is connected to a 240V supply, the receptacle must be protected by a 15amp circuit breaker.

1.1.2 Safe use

To avoid the possibility of electric shock or damage to the machine, always switch off the machine and isolate from the power supply before carrying out any routine maintenance.

1.1.3 Cleaning the machine

CAUTION: Harsh abrasives, solvents, scouring cleaners and alkaline cleaning solutions, such as washing soda, should not be used especially on the display windows. Under no circumstances should you attempt to wipe the inside of the machine.

The outside of standard products may be wiped down with a clean cloth moistened with water containing a small amount of washing up liquid.

1.1.4 Safety

To avoid the possibility of electric shock or damage to the machine, always switch off the machine and isolate from the power supply before carrying out any routine maintenance.

Training

Do not attempt to operate or carry out any procedure on a machine or network unless you have received the appropriate training or read the instructions books provided.

Ergonomics

To avoid the risk of RSI (Repetitive Strain Injury) it is important to ensure that the machine is placed on a surface that is ergonomically satisfactory to the user. It is recommended that frequent breaks are taken during prolonged usage.

1.1.5 EMC compliance

This is a class A product. In a domestic environment, this product may cause radio interference in which case the user may be required to take adequate measures.

1.1.6 Cleaning the print head

CAUTION: Do not use metallic objects on the print head. Only use the recommended print head cleaning card.

Installation 2

This chapter contains information on handling and positioning the scale.

Important: When programming or configuring the equipment, you must ensure that you comply with all relevant standards and legislation. The example settings given in this book may not be legal for trade with the public.

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2.1 Installation

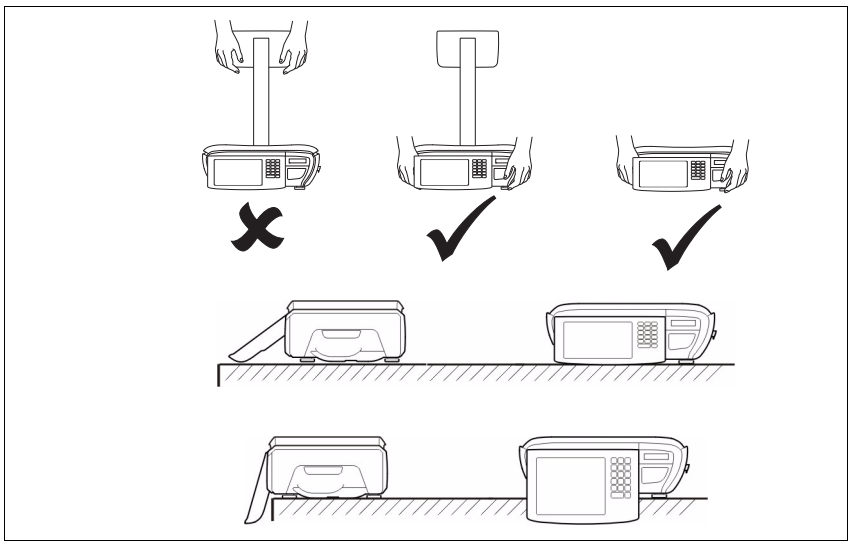


Figure 2.1 Handling

2.1.1 Level compensation system

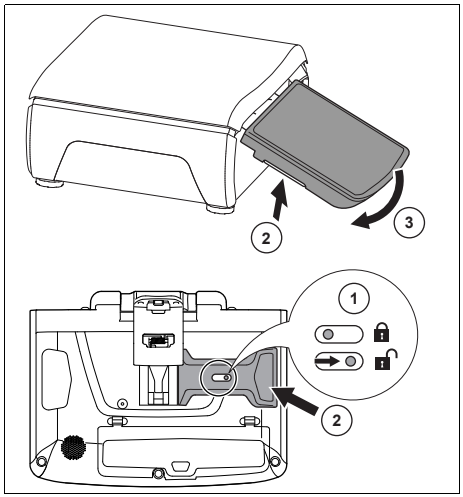
The **ValuMax** levelling compensation system provides accurate weighing even when the scale is not level (up to 5 degrees from horizontal). An icon is displayed in the status bar to tell you that ValuMax is operating . If the scale is not level, the icon is a cross and the weight display shows back-slash characters.

You may see a message telling you that the scale needs to be brought back to a level state.

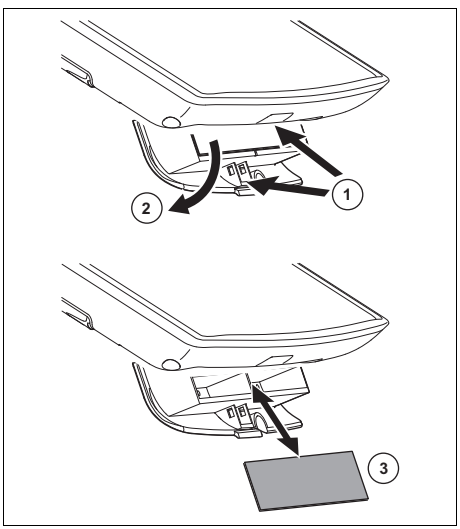
The scale has four adjustable feet to enable you to manually level the scale if necessary.

2.1.2 Adjusting the screen angle

1. To unlock the handle, slide the catch on the underside of the red handle in the direction of the arrow.
2. To raise the screen, lift the front edge of the screen assembly upwards.
3. To lower the screen angle, hold in the red handle underneath the display assembly on the left-hand side.



2.1.3 Inserting the keyboard overlay (XM only)



Note: *On the XT series, this keyboard is part of the touchscreen user interface.*

2.1.4 Connections

Important: XM and XT series scales should be connected to the mains power supply before connecting USB/ethernet cables.

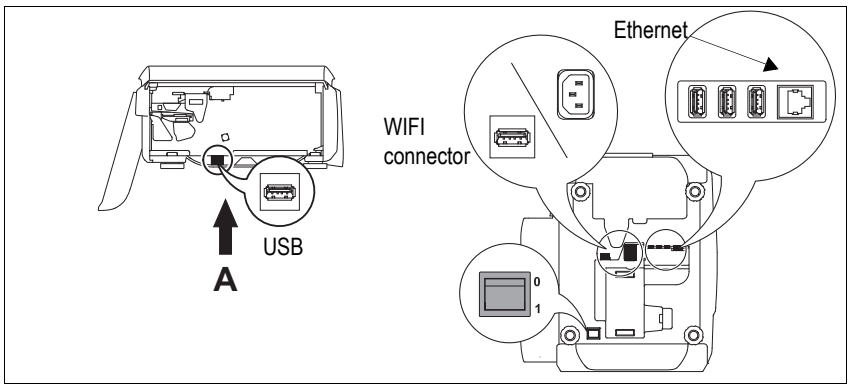


Figure 2.2 External connections

On the underside of the scale, you will see:

- The power supply socket and the On/Off switch
- USB connection for a WiFi device (devices should be Avery Berkel approved)
- Three USB connectors for peripherals such as a hand scanner, a cash drawer, or for connection to a wrapper. A cash drawer connection must be via a USB cash drawer adaptor.
- Ethernet connector for wired networks

2.2 Description

The XM and XT series of scales and printers can be used for a wide range of weighing and label or receipt printing operations.

The scales can be used for weighed goods and non-weighed items in

- counter service
- PoS
- checkout

or as a pre-pack printer.

Getting Started - XM

3

This chapter describes what you can expect to see on the scale display and the functions associated with the different types of touch buttons and fixed keys.

Important: When programming or configuring the equipment, you must ensure that you comply with all relevant standards and legislation. The example settings given in this book may not be legal for trade with the public.

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- 3.1.6, *Product keyboard*

3.1 Getting started

The minimum product information required for you to be able to use your scale is PLU (Product Look Up) number and unit or item price. However, it is useful to program a brief description for the display text and a label format if you are using label mode. To use the scale in receipt mode, you will also need to set up at least one operator.

You can find out how to do this in 10.1, *Using Manager mode*.

3.1.1 Vendor display

What you see on the display will depend on the information already programmed into the scale.

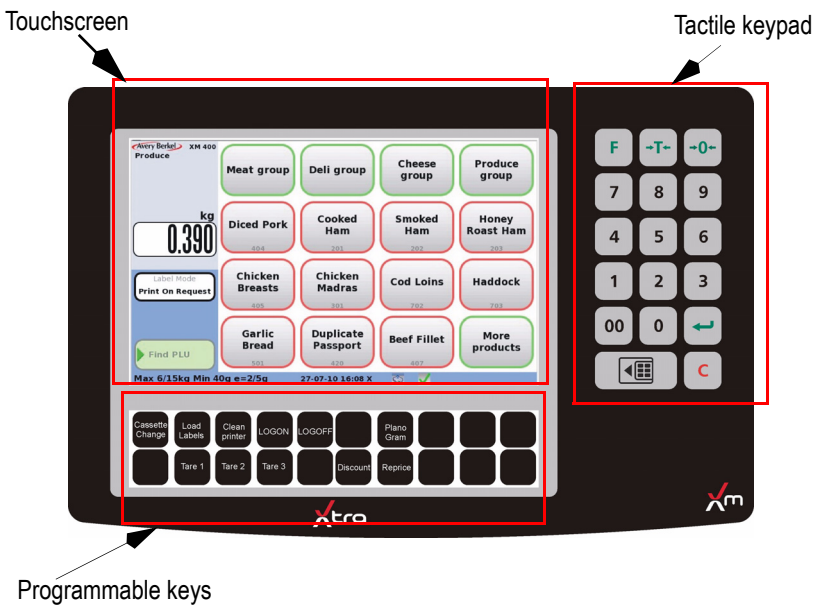

Figure 3.1 Vendor display

The display area acts as a touch keyboard. The information displayed and the action resulting from touching the appropriate area will change depending on the context of the scale functionality at the time.

The scale is available for use when:

- The weight display shows zero
- The zero indicator is displayed

3.1.2 Customer display

This is a 7-inch colour display that can be used, if the scale is configured for it, to display text, image or video adverts when the scale is idle.

3.1.3 Touchscreen keys

Important: Only use your finger or a touch screen stylus to select a key on the touch screen.

Touchscreen menus can be programmed as:

- Best-seller
- Static

Best-seller

Bestseller keyboards consist of one single keyboard of bestselling items. This constitutes the only product keyboard on the scale.

Products are automatically added to and deleted from the bestseller keyboard according to the number of transactions involving that product. Factors such as the time period for recalculating bestseller keys and a weighting for achieving bestseller status control which products are placed on the bestseller keyboard and how long the product remains there. When a bestseller keyboard is recalculated, products remaining on the keyboard retain their key position.

Static

Static keyboards are keyboards and keyboard systems that are wholly or partially defined manually.

Static keyboards can cover the main product keyboard, the lower fixed (or pop-up keyboard on XT), the pop-out side keyboard plus any further keyboards linked to it containing functions. The lower fixed keyboard and pop-out side keyboards can only be set up and programmed using MX-SBT.

Static product keyboards can consist purely of products and links designed and placed by the user manually or a combination of these with bestseller keys and dynamic links.

3.1.4 Fixed function keys (tactile keypad)

→0←	Resets the weight display to zero.
→T←	Subtracts the weight of the container when weighing goods.
F	Retains a tare, if in operation, unit is cancelled. If configured, retains the PLU until it is cancelled. Sets the scale to pre-pack if the scale configuration allows it.
C	When entering data, clears messages or characters from the data field.
↵	Confirms data entry.
	Function Menu key Press this key to display the function menu bar.

3.1.5 Programmable (dedicated) keys

Twenty programmable keys are available below the touchscreen area. A customised keyboard overlay sheet can be created and inserted over these keys to provide legends or images to indicate the functions assigned to the keys.

3.1.6 Product keyboard

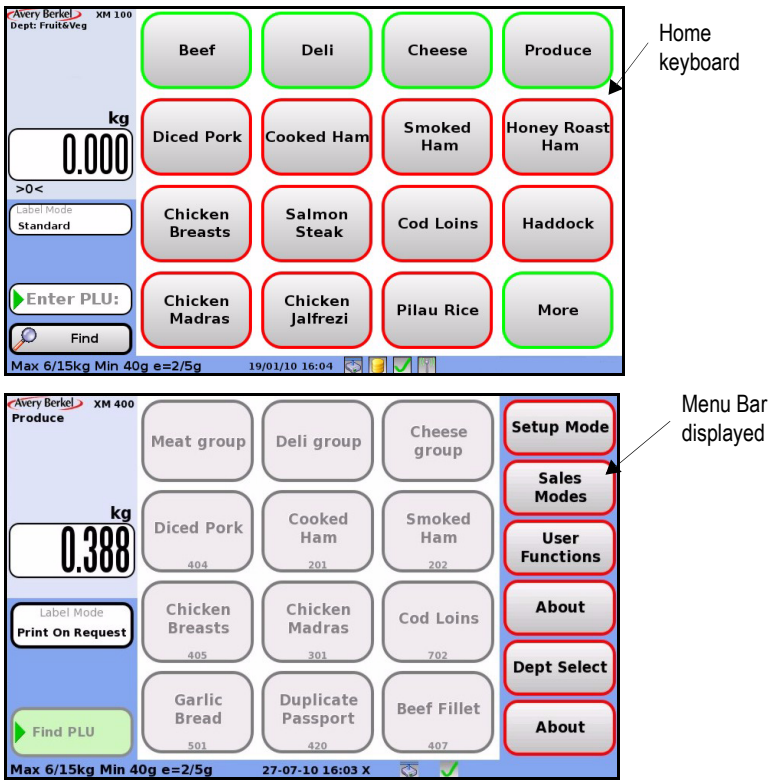

Figure 3.2 Example PLU selection touch keyboard

Home keyboard

This is the touch keyboard set up in MX-SBT as the top level menu for the scale and displayed on the vendor screen after start up. Touch

when other product keyboards are displayed to return to this keyboard.

Function menu bar

The touch buttons in this area provide access to a range of functions. The buttons you see will depend on the current screen displayed and the way in which your scale has been configured. Touch

to display the menu bar.

Getting Started - XT

4

This chapter describes what you can expect to see on the scale display and the functions associated with the different types of touch buttons.

Important: When programming or configuring the equipment, you must ensure that you comply with all relevant standards and legislation. The example settings given in this book may not be legal for trade with the public.

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- **4.1.6, *Product keyboard***

4.1 Getting started

The minimum product information required for you to be able to use your scale is PLU (Product Look Up) number and unit or item price. However, it is useful to program a brief description for the display text and a label format if you are using label mode. To use the scale in receipt mode, you will also need to set up at least one operator.

You can find out how to do this in 10.1, *Using Manager mode*.

4.1.1 Vendor display

What you see on the display will depend on the information already programmed into the scale.

The display area acts as a touch keyboard. The information displayed and the action resulting from touching the appropriate area will change depending on the context of the scale functionality at the time.

The scale is available for use when

- the weight display shows zero
- the zero indicator is displayed

4.1.2 Customer display

This is a 10.2-inch colour display that can be used, if the scale is configured for it, to display text, image or video adverts when the scale is idle.

4.1.3 Touchscreen keys

Important: Only use your finger or a touch screen stylus to select a key on the touch screen.

Touchscreen menus can be programmed as:

- Best-seller
- Static

Best-seller

Bestseller keyboards consist of one single keyboard of bestselling items. This constitutes the only product keyboard on the scale.

Products are automatically added to and deleted from the bestseller keyboard according to the number of transactions involving that product. Factors such as the time period for recalculating bestseller keys and a weighting for achieving bestseller status control which products are placed on the bestseller keyboard and how long the product remains there. When a bestseller keyboard is recalculated, products remaining on the keyboard retain their key position.

Static

Static keyboards are keyboards and keyboard systems that are wholly or partially defined manually.

Static keyboards can cover the main product keyboard, the lower fixed (or pop-up keyboard on XT), the pop-out side keyboard plus any further keyboards linked to it containing functions. The lower fixed keyboard and pop-out side keyboards can only be set up and programmed using MX-SBT.

Static product keyboards can consist purely of products and links designed and placed by the user manually or a combination of these with bestseller keys and dynamic links.

Home keyboard

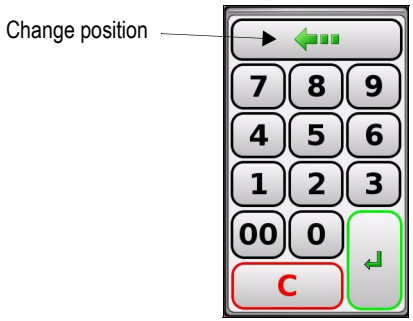
This is the touch keyboard set up as the top level menu for the scale and displayed on the vendor screen after start up. Touch

when other product keyboards are displayed to return to this keyboard.

4.1.4 Fixed function keys

	Resets the weight display to zero.
	Subtracts the weight of the container when weighing goods.
	Retains a tare, if in operation, unit is cancelled. If configured, retains the PLU until it is cancelled. Sets the scale to pre-pack if the scale configuration allows it.
	Touch this button to display the numerical touch buttons, data entry and clear buttons.

Number pad touch keys

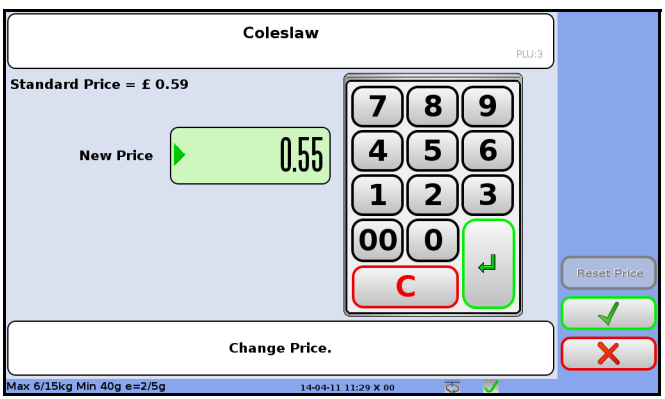


Touch the green arrow at the top to change the position of the number pad if it is masking a button you want to use.

	When entering data, clears messages or characters from the data field.
	Confirms data entry.
	Touch this icon to display the function menu bar on screen.
	Touch this icon to dispay the programmable touch key area on screen.

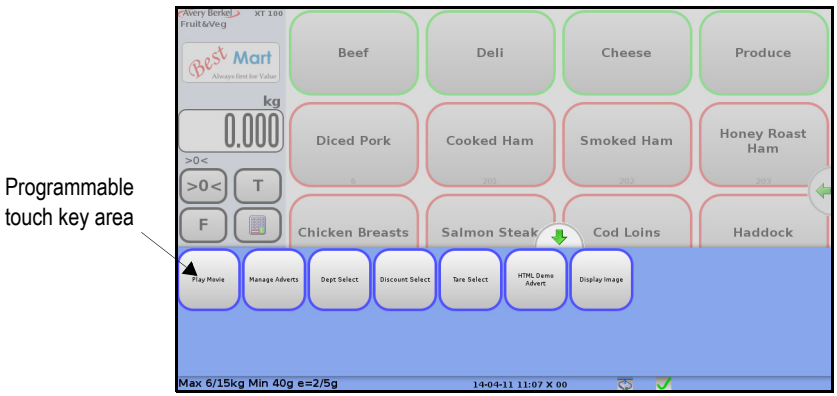
Entering numerical data

The number pad will automatically display when you touch a data entry field such as unit price, tare or labels.



4.1.5 Programmable touch key area

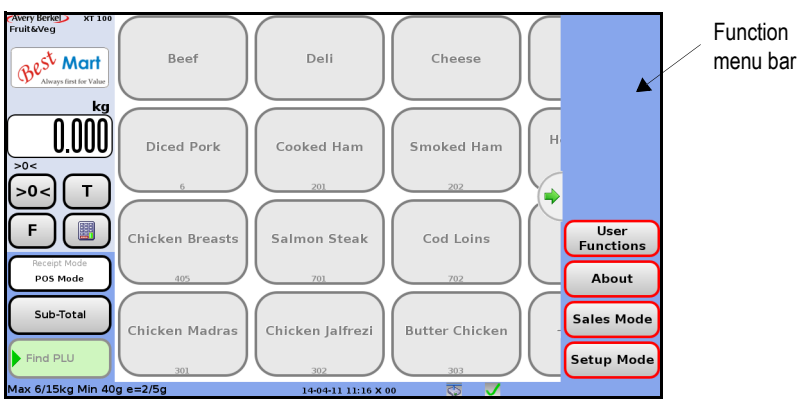
Up to 20 programmable keys are available in the touchscreen area. The touch buttons you see will depend on the scale configuration and the functions that have been assigned to the keys.



4.1.6 Function menu bar

The touch buttons in this area provide access to a range of functions. The buttons you see will depend upon the current screen displayed and the way in which your scale has been configured.

Touch this icon to display the menu bar.



Printing

5

The type of printer fitted in your XM and XT scales will depend on the model.

The XM and XT series label/receipt printer has a take-up spool for paper rewind. The printer has a single motor driving both the paper feed and paper rewind mechanisms.

The XM and XT receipt printer takes continuous paper rolls and is designed to accept rolls with large or small cores.

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- 5.2.3, *Changing a continuous paper roll*

5.3, *Receipt printer*

- 5.3.1, *Changing the printer roll*
- 5.3.2, *Fitting large core paper rolls*

5.1 Printer options

Most XM and XT models have a label/receipt cassette printer in the base. The printer has sensors that inform you if the cassette is not ‘home’ or if the latch is not properly closed.

XM410, XM420, XT410 and XT420 models have a receipt printer in the upper keyboard/display housing.

The XM420 and XT420 also have a label/receipt cassette printer in the base.This allows the scale to be used for both labels and receipts.

Labels are printed at the cassette printer in the base.

Receipts and reports are printed at the receipt printer.

Model	Label/Receipt Printer	Receipt Printer
XM100, XT100	√	X
XM200, XT200	√	X
XT300	√	X
XM400, XT400	√	X
XM410, XT410	X	√
XM420, XT420	√	√
XM500	√	X
XM600	√	X
XM601	√	X

5.2 Label/receipt printers

This is a label/receipt printer that will accept label or continuous paper rolls with two core diameters.

The printer is fitted with a small spindle to take paper or label rolls with the small core.

A larger core support is fitted that rests over the small spindle for use with large core paper and label rolls.

The printer has a take-up hub for rewinding label backing paper.

CAUTION: Should labels become stuck in the printer, under no circumstances use a metal object to clear the jam.

Under no circumstances use sharp or metal objects to remove any accumulated debris.

The use of non-approved paper may reduce the life of the print head and invalidate your warranty.

Approved labels and paper rolls are available from a number of suppliers whose addresses can be obtained from your Avery Berkel service provider.

Print roll dimensions

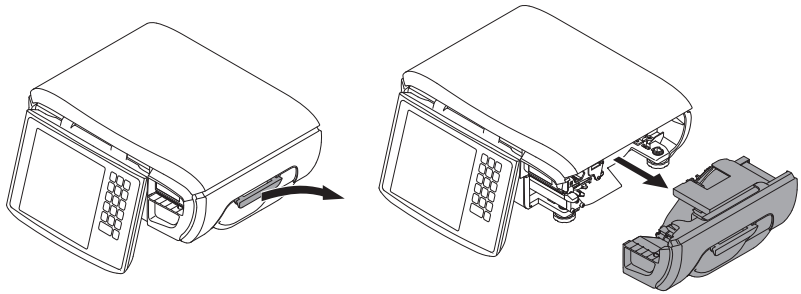
Labels/receipt printer	Max paper width 72mm Max print width 70mm Max print length 300mm Max roll diameter 120mm

Clean regularly

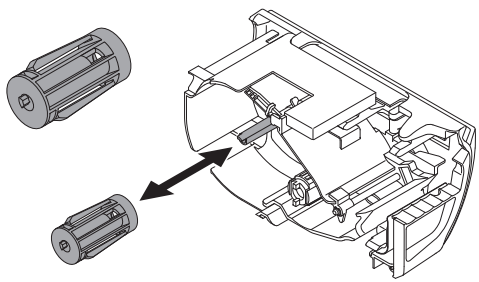
Clean the printer regularly using the specified head cleaning kit, part number ABR20-001678 available from your Avery Berkel supplier, see 13.2, *Cleaning the print head*. This will prolong the life of the print head.

5.2.1 Fitting the large core hub

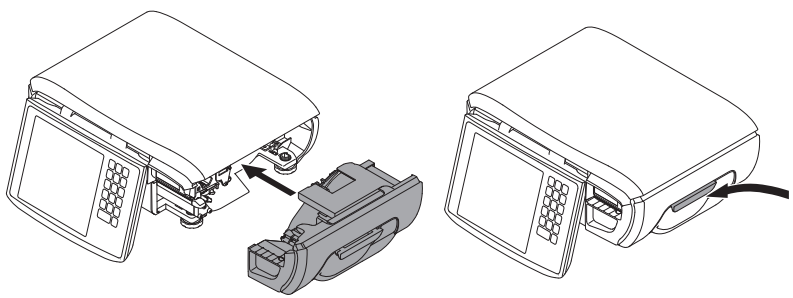
1. Pull the red handle until it clicks and then pull out the cassette to remove it from the scale.



2. Fit the large core so that the flat on the inside lines up with the flat on the small spindle and push it until it clicks into place.To remove the large hub, pull firmly.



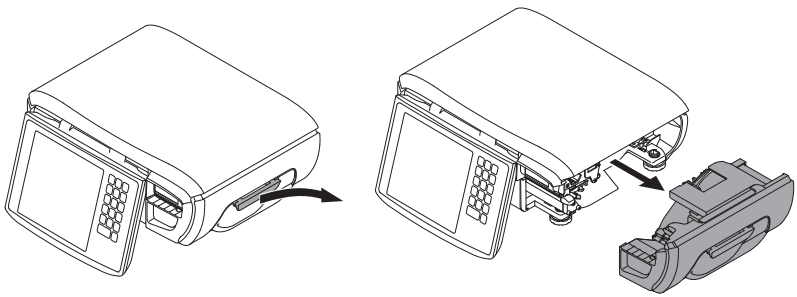
3. Replace the cassette, ensuring that it is correctly located. Push in the red handle.



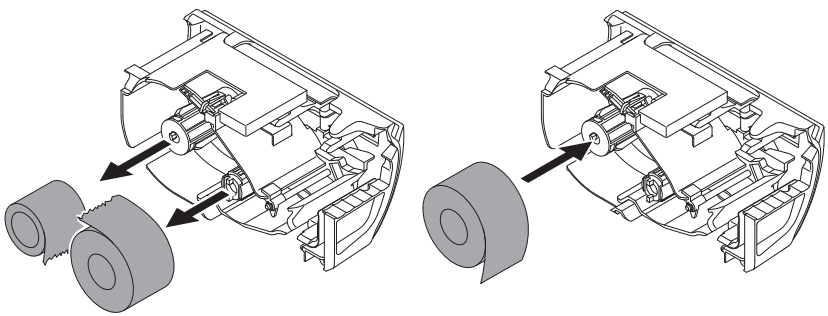
5.2.2 Changing the printer roll - backing rewound (labels or continuous adhesive paper)

1. Pull the red handle until it clicks and then pull out the cassette to remove it from the scale.

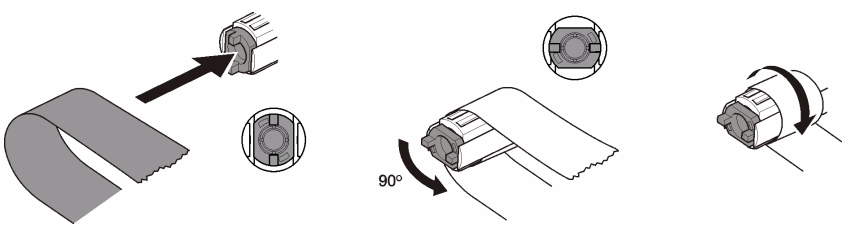
Note: *For details of paper routes and rewinding the backing paper, see* *3.2, Printer paper routes, page 25.*



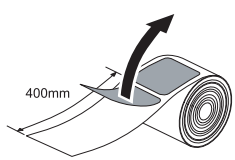
2. Remove the old label roll core and backing paper. Check that the new label roll is of the right type and size and insert the roll into the cassette.



3. Feed the paper over the rewind spindle under the paper guide bar, then over the paper guide and insert the backing paper into the rewind hub as shown in the illustrations below.



For separate labels, before inserting the new roll, remove labels from the backing paper for about 400mm. Route the paper according to the instructions on the yellow label fixed to the cassette.



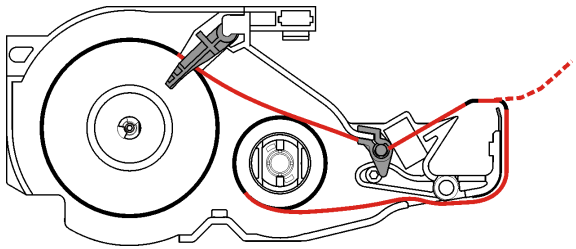
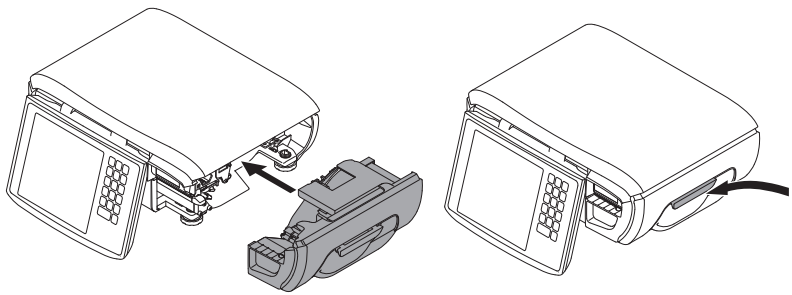


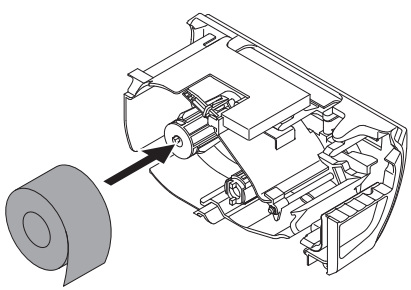
Figure 5.1 Label and backing paper route

4. Adjust the paper width guide to fit the width of the labels and the label roll guide to retain the roll on the hub.
5. Replace the cassette ensuring that it is correctly located. Push in the red handle.



5.2.3 Changing a continuous paper roll

1. Remove the cassette (see step 1, 5.2.2, *Changing the printer roll - backing rewound*).
2. Remove the old roll and check that the new label roll is of the right type and size and insert the roll into the cassette.



3. Feed the paper over the rewind spindle under the paper guide bar and then over the paper guide.

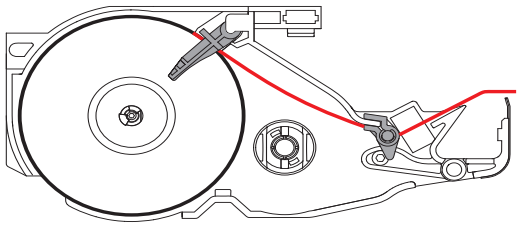
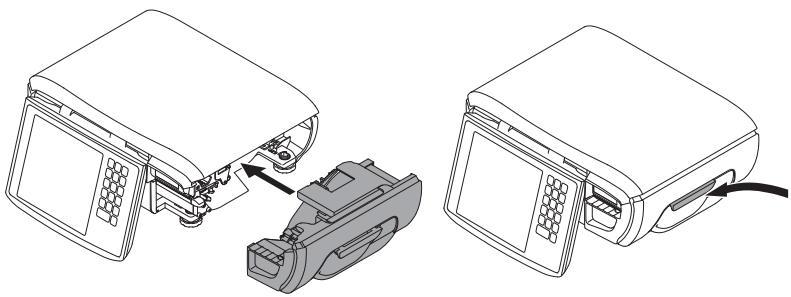


Figure 5.2 Paper roll route

4. Adjust the paper width guide to fit the width of the paper and the paper roll guide to retain the roll on the hub.
5. Replace the cassette (see step 5, 5.2.2, *Changing the printer roll - backing rewound*).



5.3 Receipt printer

This is a receipt-only printer that uses continuous paper rolls, including linerless adhesive paper, with a cassette system for ‘drop in’ printer loading.

Ensure that the appropriate type of printer roll is loaded before you start to use the scale.

CAUTION: Under no circumstances use sharp or metal objects to remove any accumulated debris.

CAUTION: The use of non-approved printer rolls may reduce the life of the print head and invalidate your warranty.

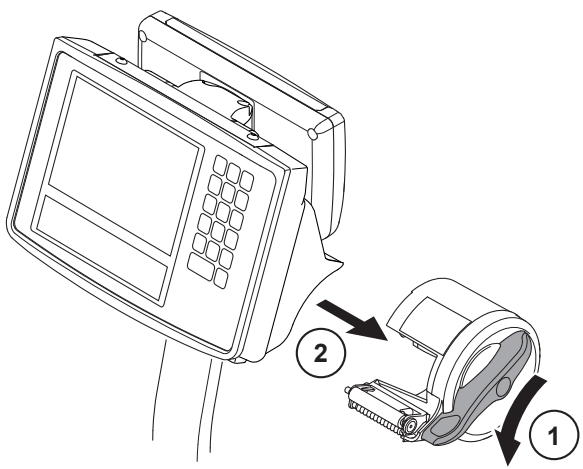
Approved paper rolls are available from a number of suppliers whose addresses can be obtained from your Avery Berkel centre.

Printer roll dimensions

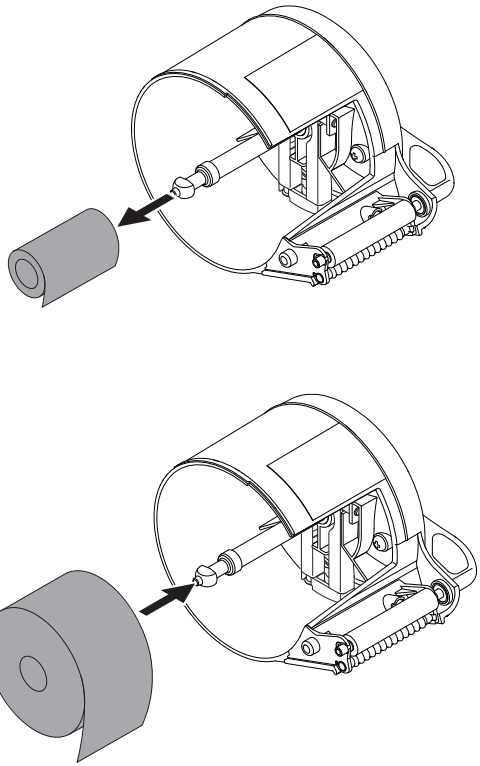
Receipt printer	Max paper width 60mm
	Max print width 56mm
	Max print length 300mm
	Max roll diameter 100mm

5.3.1 Changing the printer roll

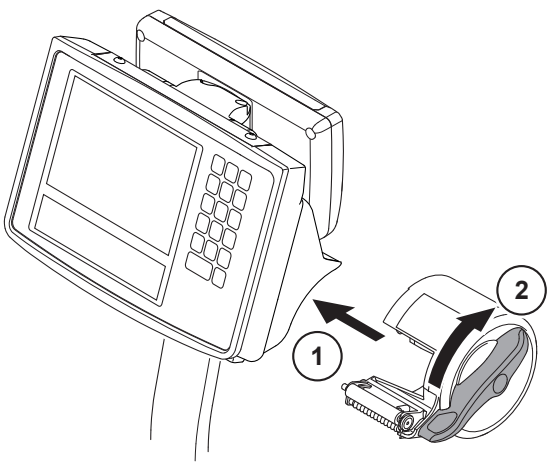
1. Turn the handle of the cassette anti-clockwise and pull it out.



2. Remove the empty core and replace it with a full roll. The yellow label on the cassette shows the route for the paper.

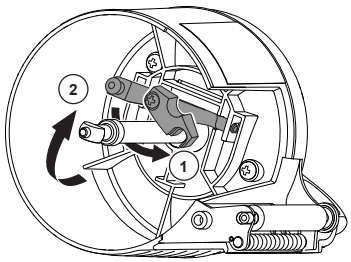


3. Replace the cassette and turn the handle clockwise to lock.

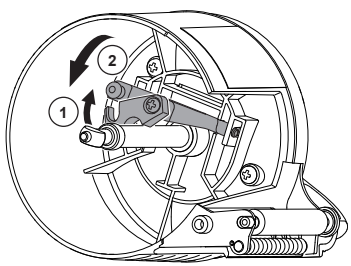


5.3.2 Fitting large core paper rolls

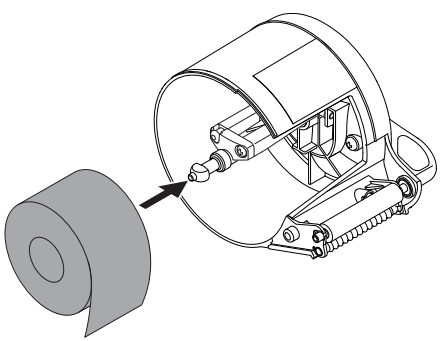
1. Raise the large core support and release the red catch so that the support passes the spindle.



2. Re-fasten the catch and rest the large core support against the spindle.



3. Load the paper roll and then replace the cassette as described in step 3 on page 38.



Serving Customers - Label Mode 6

This chapter tells you how to use the functions available at scales operating in label mode.

Scales may be used for weighing or non-weighing applications for:

- Counter operations
- Self-service operations
- Rear-of-store operations such as prepack

Contents

6.1, *Basic operation*

6.2, *Product search*

6.3, *Departments*

6.4, *Price change*

6.5, *Overriding weight*

6.6, *Promotions and discounts*

6.7, *Tares*

6.8, *Using the FIX key*

6.9, *Using Add mode*

6.10, *Returning products*

6.11, *Re-wrap function*

6.1 Basic operation

Label mode is used for:

- Printing single weighed transactions
- Printing single non-weighed transactions
- Printing pre-pack labels
- Label streaming for non-weighed items

Select the print mode appropriate to the type of transaction you are using from:

Print immediate

The label is printed as soon as a steady weight is achieved without any intervention from the operator.

Print on request

The label is printed when the print button is touched by the operator.

Prepack

A label is printed automatically for the selected product each time the weight changes.

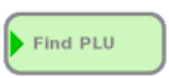
Self service

The customer is prompted to select the product from the self-service screen and place the goods on the scale.The label is printed as soon as the weight is steady.

6.1.1 Selecting the PLU

The goods and items you sell will have a unique PLU (Product Look Up) number associated with them. PLUs provide a fast way to recall product data for regular product lines.The most frequently used PLUs may have their own commodity key.

There are four ways to select the PLU you want:

1. Select the product from the touchscreen.
2. Use the fixed numeric keys to enter the PLU number.
3. Use the PLU search function 

.
4. Scan the product barcode (see 7.1, *Operating modes*).

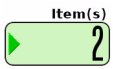
6.1.2 Printing labels

Weighed goods

Before weighing a product, you should ensure that the weight display shows zero. If necessary, press →0← to reset the weight display.

1. Place the goods on the scale.
2. Select the PLU.
3. Touch .
4. Remove the goods from the scale.

Non-weighed items

1. Select the PLU.
2. If there is more than one item, use the fixed numeric keys to enter the number of items in the Items field  .
3. To print more than one label, enter the number of labels in the label field.

Item field
Label field
Avery Berkel XM 400
Produce
Garlic Bread
PLU: 501
Put your promo message here
Label(s)
2
Re-Wrap
Price Change
Discount
Item(s)
2
>0<
£/01
0.99
To Pay £
1.98
Garlic Bread
INGREDIENTS: Ciabatta bread (77%), garlic and parsley butter (23%) Ciabatta bread contains wheat flour, water, olive oil, yeast, salt, malt flour, black pepper. Garlic and parsley butter contains butter (81%), garlic purie (11%), lemon juice, parsley (1%), white pepper, salt. Allergens: Contains gluten , milk and wheat.
COOKING INSTRUCTIONS: Preheat oven to 180C. Remove all packaging. Place on a baking tray in the centre of oven and
Max 6/15kg Min 40g e=2/5g
09-01-11 21:15 X

4. Touch .

Label streaming (multiple labels for non-weighed items)

You can set up a label run for up to 999 labels when you wish to print many labels for the same non-weighed item.

As the scale prints each label, the number of labels displayed decreases by one.

A typical use for this is when labelling bakery products.

Note: *This function is not available when using continuous paper.*

6.1.3 Setting the scale to pre-pack

Pre-pack mode enables a number of consecutive labels to be printed for each selected item. For this reason, the selected item – along with any tare details – are retained until cleared. In general, an item is selected in the usual way and the details are automatically 'fixed' – with a label being printed each time the weight changes and then returns to a steady weight again.

If your scale has been configured to allow direct entry to Pre-pack mode, you can press the FIX F key.

PLUs and tares are retained in pre-pack mode until cancelled.

1. Touch Label Mode Print On Request on the home screen.
2. Touch Print Mode on the display screen.
3. Select Prepack.

Pre-pack PLU lock

If you cannot select a different PLU from the one displayed on the scale, then the pre-pack PLU lock is enabled. You must press C to be able to select a different PLU.

If the lock is disabled for your scale, you will be able to select a different PLU from the one displayed by pressing a dedicated PLU key or by entering the PLU number. This will override the currently displayed PLU.

Weight only labels

Select a PLU with a zero unit price and follow the steps in *Weighed goods* on page 42. A weight-only label is printed with no unit or total price or associated symbols.

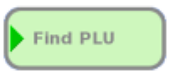
6.2 Product search

If the product you require is not displayed on the screen and you know the PLU number, you can enter the PLU number from the fixed keypad.

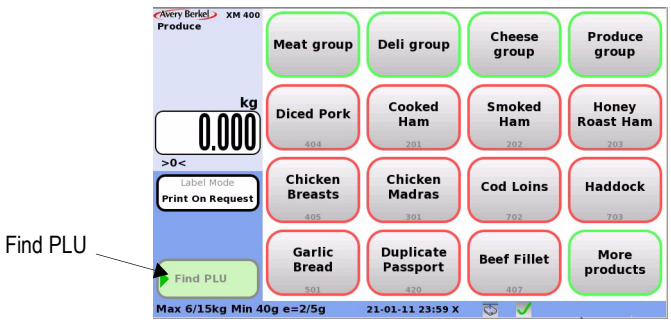
If departments are set up for the system, you can enter the PLU number from the fixed keypad provided it is in the department currently set on the scale.

6.2.1 Searching by PLU number or description

To search for a product using the PLU number or description, touch



on the home screen.



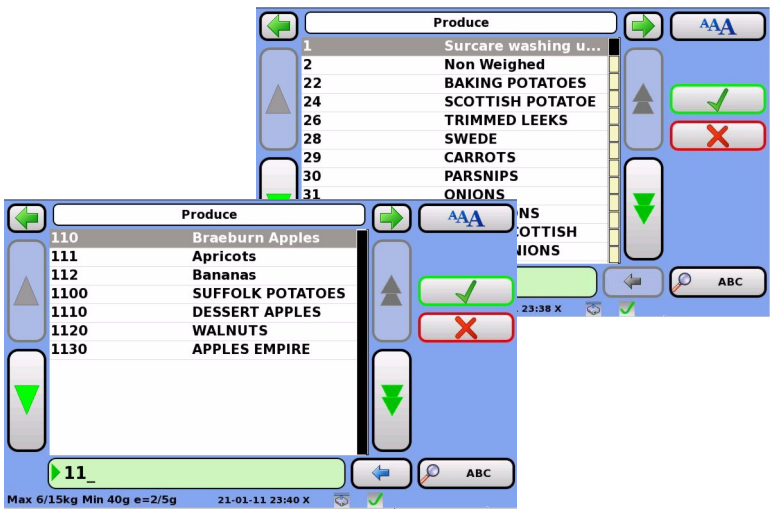
The list of products shown on the display will change dynamically according to the characters or digits you enter.

Searching by description

Use the keyboard displayed on the screen to enter the first few characters of the description.

Searching by number

Touch 123 to display the numeric search screen. Use the fixed numeric keys to the right of the touchscreen area and enter the first few digits of the number.



6.2.2 Searching by department

When you use the PLU search function to find a PLU, the products are listed by department. By default, the currently selected department for trading is displayed. Use the left and right green arrows to find and display the department you want.

6.3 Departments

A department is a group of scales within the store that reflects the way in which the store operates and groups products logically, for example, produce, bakery, fresh meats, fish.

6.3.1 Using departments

- A department can be assigned to a scale and it becomes the default department for that scale.
- A dedicated department key is a programmable key or touch button that has been assigned to a specific department
- Your scale may have dedicated department keys or a general department key or both.

Allocating products (PLUs) to the appropriate department:

- Reduces the complexity of maintaining the PLU file.
- Helps to reduce errors when selecting a PLU.

6.4 Price change

You can temporarily change the unit or item price for a product providing your security level is adequate.

Price override

Overriding the price changes it just for that transaction and the price reverts to the programmed price when the transaction is completed.

Reprice (price change)

If your scale has a **price change** button you can change the unit or item price for the product by touching the button and entering the new price in the Change Price screen. To revert to the original price touch

Reset Price on the Change Price screen.

6.4.1 Overriding prices

1. Touch the unit/item price field.
2. If necessary, select the operator from the list and use the fixed numeric keys to enter the PIN.
3. Use the numeric keys to enter the new price in the unit/item price field.
4. Complete the transaction in the normal way.

6.4.2 Using the Price Change button

1. Touch the Price Change button.
2. If necessary, select the operator from the list and use the fixed numeric keys to enter the PIN.
3. Use the numeric keys to enter the price in the New Price field.

4. Touch .
5. Complete the transaction in the normal way.

6.5 Overriding weight

Pre-packed goods may have the weight printed on the pack label. The weight override function enables you to enter the weight manually.

On both labels and receipts, an ‘H’ is printed to the left of the weight to indicate a weight override.

1. Select the PLU.
2. Touch the weight field

to display the data entry icon
3. Use the fixed numeric keys to enter the weight.
4. Touch .

6.6 Promotions and discounts

6.6.1 Cross-promos

PLU records can be configured to allow the scale to display cross-promotional information. This can be text information, pictures or flash graphics.

6.6.2 Price promos

This type of promotion applies to weighed and non-weighed products. Second and third prices for the product can be applied automatically when either a certain weight or number of items of a product is sold.

6.6.3 Weight/item free promos

Weight

A pre-programmed weight of the product is included free of charge when the total weight of the product is above a pre-programmed weight.

Item

A pre-programmed number of items is included free of charge, when the total number of items is above a pre-programmed number of items.

6.6.4 Discount promos

This type of promotion applies to weighed and non-weighed products and allows a discount value to be automatically applied to the transaction value when a certain weight or number of items are sold.

6.6.5 Discounting prices

You can discount a PLU with a pre-programmed fixed discount or with a variable discount.

Fixed and variable discounts may be a percentage of the transaction total or a value.

Variable discount

A variable discount is one that does not have a pre-programmed value. The operator enters the discount value or percentage.

Fixed discount

The value or percentage is pre-programmed.

Security levels may be assigned to discounts. If you do not have an adequate security level assigned, the list of authorised operators will be displayed.

6.6.6 Voucher promotion

This type of promotion prints a voucher or coupon giving customers incentives to:

- Purchase more of the same product
- Try other products

You can program a voucher to include:

- The description to be printed on the voucher
- Expiry date
- Information such as current date and time, operator number.

The voucher is printed after the standard label.

6.7 Tares

The types of tare available for you to use depend on local trading regulations and how your scale has been configured.

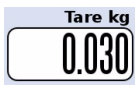
Free (semi-automatic), cumulative and keyboard entered tares cancel when the load is removed from the weigh plate.

Preset tare keys (stored tares) allow you to use containers with known weights that have been pre-programmed in the scale. This speeds up service at the counter as the container weight does not have to be entered each time.

6.7.1 Free tare (semi automatic)

When you remove the filled container, the scale automatically returns to zero and the tare is cleared.

1. Place the container on the scale.
2. Touch →T←.
3. The tare field showing the container weight is displayed.



4. Fill the container with the product either on or away from the scale.
5. Select the PLU.
6. Press to print the label.
7. Remove the filled container from the scale.

Note: *When you remove the empty container from the scale, the tare weight shows as a negative value in the weight display.*

6.7.2 Cumulative tare

You can use this type of tare:

- If you need to add another product to the same container.
- If you need to add an exact amount of the same product.

Each time you press the tare key, the weight display returns to zero so you do not have to calculate the weight you need. The display shows the quantity of the product you are adding each time.

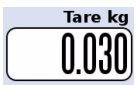
1. Place the container on the scale.
2. Touch →T←.
3. Select the PLU.

4. Add required amount of product to the container.
5. Touch →T←.
6. Add more of product to the container.
7. Repeat until the required quantity is reached.
8. Press to print the label.

6.7.3 Keyboard entered tare

If you are using a container with a known weight, you can use the numeric keys to enter the weight.

Note: *The weight display must be at zero.*

1. Touch →T←.
2. Use the fixed numeric keys to enter the tare value in the tare field 

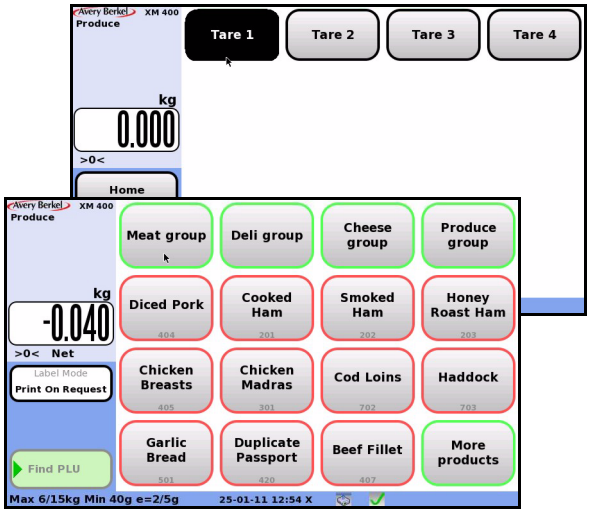
.
3. Place the filled container on the scale.
4. Select the PLU.
5. Press to print the label.

6.7.4 Using preset tare keys

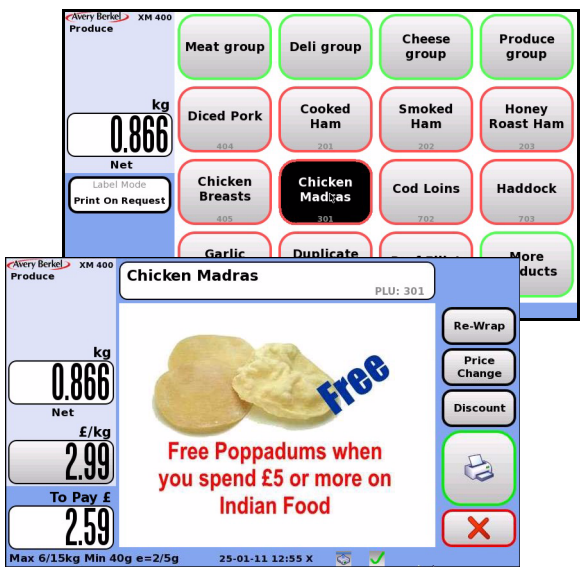
A dedicated tare key or button selects a previously programmed tare weight value.

If your scale has dedicated tare keys, you can use these to select the appropriate tare for the container you are using instead of using the numeric keys to enter the container weight. See 6.7, *Tares*, page 53.

1. Select the tare for the container to be used.



2. Select the appropriate container.
3. Place the filled container on the scale and select the PLU.



4. Press to print the label.

Tare interlock (label mode only)

In label mode, if the tare interlock has been enabled, you can only print a label if you have selected a tare. It operates in one of two ways:

Enabled

The manually selected tare can be overridden by a PLU with a stored tare. The stored tare overrides the manually selected tare.

Enab. & Fix Tare

A manually selected tare cannot be overridden by a stored tare. You will see a message and the new tare will be cancelled.

Note: *This only applies to manually selected tares. If a PLU with a stored tare is displayed and another PLU with a stored tare is selected, the interlock does not operate.*

6.7.5 Pre-pack tares

In pre-pack mode, the PLU and tare are not cancelled when the filled container is removed from the weigh plate. This enables you to pack several containers of the same weight and use the same PLU without having to select the PLU and set up the tare each time.

There are three types of tare available when pre-packing:

- Stored tare
- Free tare
- Keyboard entered tare

Tare values (container weights) are stored against a reference number that can be programmed in the PLU.

Free and keyboard entered tares are described in 6.7, *Tares*, page 52.

6.8 Using the FIX key

Use the FIX function:

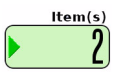
- To retain a tare until it is cancelled
- To retain a PLU until it is cancelled
- For pre-pack operations at the scale if the scale has been configured to allow this.

Note: *If your scale is configured only to retain the tare, the PLU will not be retained.*

6.8.1 Weighed goods

1. Touch F.
2. Place the container on the scale and touch →T← (if you want to retain the tare).
3. Fill the container either on the scale or away from the scale.
4. Select the PLU.
5. Touch to print the label.
6. Remove the goods from the scale.
7. Touch →T← to cancel the tare.
8. Touch F to cancel the PLU.

6.8.2 Nonweighed items

1. Select the PLU.
2. Touch F.
3. If there is more than one item, use the fixed numeric keys to enter the number of items in the Items field 

.
4. Touch .
5. Repeat steps 3 and 4 until you have printed all the labels you need.
6. Touch F and cancel the PLU when you have finished.

6.9 Using Add mode

Important: This function is only available if your scale is operating in label mode and has been set up to allow ADD mode operation.

Selecting Add Mode enables you to obtain a single add label at the end of all the transactions with totals printed on it.

1. Check that the sales mode field displays Add Mode. If the scale is not in Add Mode, touch

or the sales mode field on the home screen. If you do not see the Add button, select

and the Add button will be displayed.

You must touch while the subtotal is displayed to print a label or ADD receipt.

6.10 Returning products

This function allows the value of unsold products, for example, items past their sell-by date, to be deducted from totals.

Using the Return function:

- Retains the PLU until the transaction is entered. This acts as a check to ensure that the transaction is entered.
- Automatically updates the returns value and weight or count totals.
- In PoS mode, deducts the cash refunded from the cash report and deducts the tax value from the grand report.

Important: A security level may be assigned to the Return key. If your security level is not high enough, you will see a message on screen and the operators with the appropriate security level will be listed.

6.10.1 Scale operating in receipt mode

1. Touch Return.
2. Select the PLU.

Non-weighed items

3. Enter the value of the item to be returned.
4. Enter the number of items (if more than one).

Weighed goods

5. Place the goods on the scale.
6. Enter the pack value in the **To Pay** field.
7. Assign the transaction to the operator.
8. Remove the goods from the scale.
9. Touch Return to return to normal operating mode when you have finished returning goods.

6.10.2 Scale operating in label mode

1. Touch Return.
2. Select the PLU.

Non-weighed items

3. Enter the value of the item to be returned.
4. Enter the number of items (if more than one).

Weighed goods

5. Place the goods on the scale.
6. Enter the pack value in the **To Pay** field.
7. Remove the goods from the scale.
8. Touch to print the label
9. Touch

to return to normal operating mode when you have finished returning goods.

6.11 Re-wrap function

The re-wrap function enables you to override a pre-programmed price and change the number of days or months the product can be displayed.

Note: *The re-wrap function is only available in pre-pack mode.*

1. Select the PLU.
2. Touch

to display the re-wrap screen.
3. Use the green up and down arrows to select the row you want to edit, and then touch

.
4. To change the price, use the fixed numeric keys to enter the new price.
5. To change a date, use the green up and down arrows.
6. When you have finished making changes, touch .

Serving Customers - Receipt Mode 7

This chapter tells you how to use the functions that are specific to receipt scales or scales operating in receipt mode. It includes functions you are likely to need when taking payments from customers for purchases.

Contents

7.1, *Operating modes*

7.2, *Basic operation*

7.3, *Voiding transactions*

7.4, *Discounts*

7.5, *Refunds*

7.6, *Banking (cash drawer) operations*

7.7, *Customer accounts*

7.8, *Stock Mode (Trade transactions)*

7.1 Operating modes

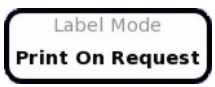
In receipt mode, transactions are assigned to an individual operator and these transactions are then totalised.

There are four different types of operation associated with receipt mode:

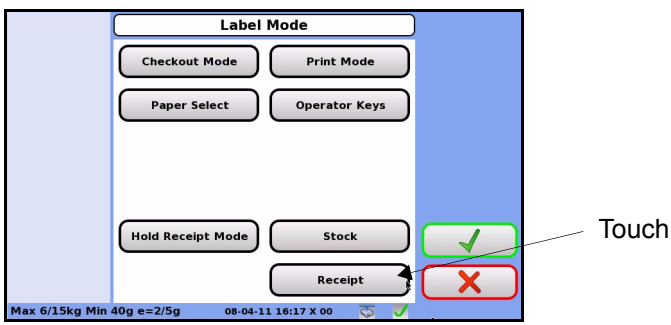
- Counter
- Receipt with PoS
- Checkout.
- Hold Receipt mode

Selecting receipt mode

If your scale is not already operating in receipt mode, you will need to select receipt mode.

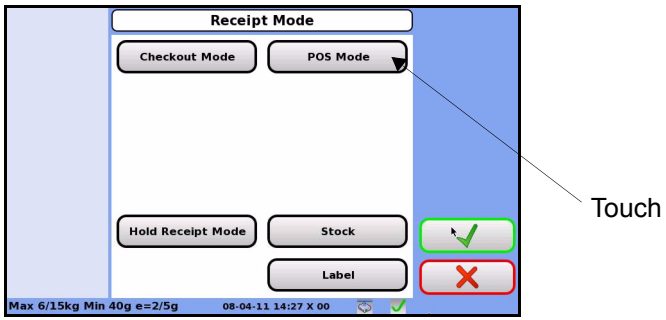
1. Touch 

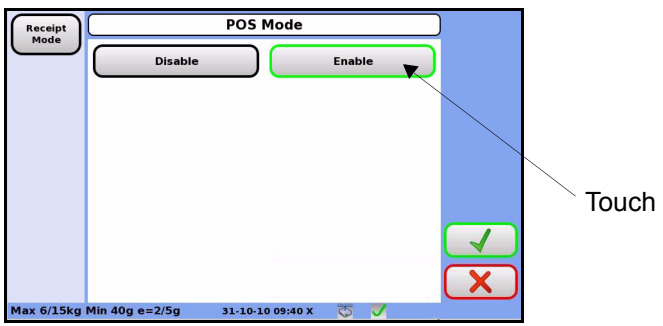
on the home screen.



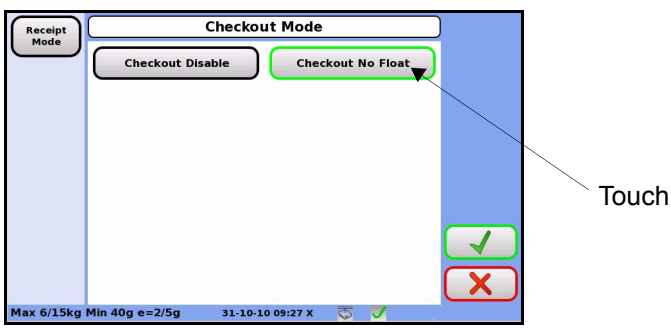
2. Touch to confirm your selection.

Selecting PoS operation





Selecting Checkout operation



7.1.1 Counter operation

This is the default operating mode for receipt scales.

You can enter transactions, serve customers and produce receipts at a scale if you are logged on to that scale.

7.1.2 PoS operation

PoS mode is normally used in conjunction with a cash drawer.

If PoS mode is enabled you can:

- Print sales receipts
- Display the amount tendered and the change required
- Accept different types of payment for purchases according to the payment keys set up at your scale
- Receive payments to accounts.

Note: *If your scale has ECR functions but PoS is not enabled, you will only be able to print counter receipts.*

7.1.3 Checkout operation

In checkout mode, operators are not permitted to ‘float’ and must be ‘logged on’ at a scale in order to serve customers at that scale. This means that:

- One operator at a time is serving at the checkout
- The operator logs on at the start of a shift
- The operator logs off at the end of a shift or when taking a break
- Any outstanding transactions must be cleared before logging off.

Transactions at the scale will only be assigned through the `logged on' operator's dedicated key. If an operator is logged on to a scale and has outstanding transactions, a new operator will not be allowed to log on. You will see a message telling you which operator is logged on.

If an operator wants to use another scale, he or she will have to log on to the new scale.

Important: You must disable Checkout mode to be able to return to Counter operation or select PoS operation.

7.1.4 Hold Receipt Mode

If Hold Receipt Mode is selected, transactions are held and a subtotal receipt printed. The transactions can be recalled later, using the customer number, and a final receipt printed at the checkout for all that customer’s transactions.

Customer numbers can be auto-generated, manually entered or scanned from a barcode. If the scale is configured for manually-entered numbers, you will be prompted to enter the customer number.

7.1.5 Barcode scanning

Use the barcode scanner at the scale to read barcodes:

- On products
- On labels
- On counter receipts
- On vouchers.

Important: Check that the scale selects the correct PLU when you scan a source marked (branded) barcode.

When the scanner successfully reads the barcode, it bleeps.

Scanning barcodes means:

- You do not have to enter product numbers or select a PLU.
- At a Point of Sale (PoS) scale or checkout, you can scan customer numbers from subtotal counter receipts to add them to the sales total receipt.
- With the subtotal displayed, you can scan the barcode on promotional vouchers to automatically deduct the voucher value.

7.2 Basic operation

Important: If you attempt to enter a transaction when you are logged off, you will see the message Please Log On.

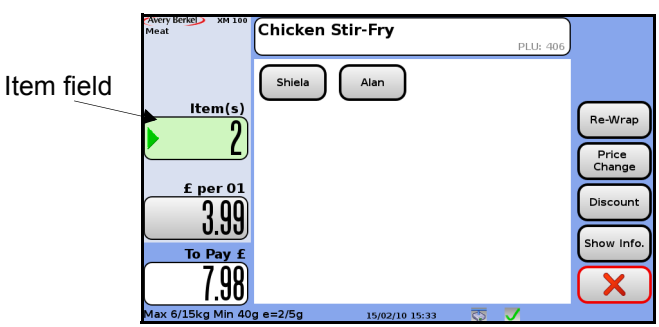
7.2.1 Weighed goods

Select the product using any of the methods listed in *Selecting the PLU on page 31*, *section 4.1*.

1. For weighed goods, place the goods on the scale.
2. Select the PLU and then touch the operator name to assign the transaction to that operator. If you cannot see your operator key, you may not be logged on. Log on before proceeding. Only operators that are logged on are shown on the operator display.

7.2.2 Non-weighed items

1. Select the PLU.
2. If there is more than one item, use the fixed numeric keys to enter the number of items in the Items field.

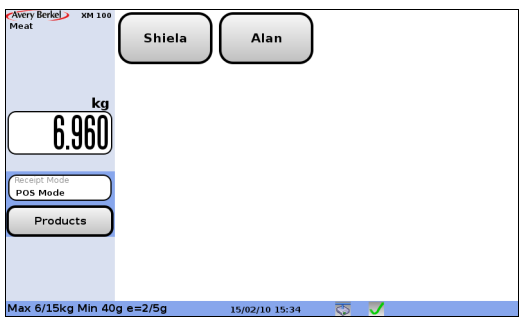


3. Touch the operator name to assign the transaction to that operator. If you cannot see your operator key, you may not be logged on. Log on before proceeding. Only operators that are logged on are shown on the operator display.

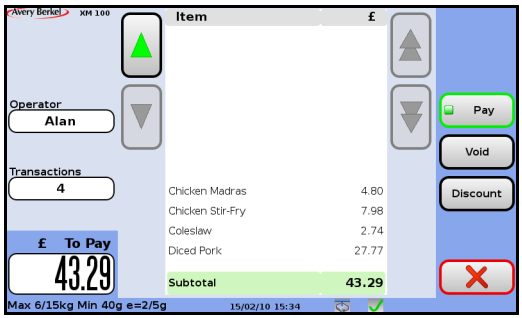
7.2.3 Displaying the operator subtotal

Your scale may have been configured to show the sub-total each time a product is added to the list of transactions. If not, follow the procedure below.

1. When all the products required by the customer have been assigned, touch **Sub-Total** to display the operator list.



2. Select the operator name to display the operator subtotal screen.



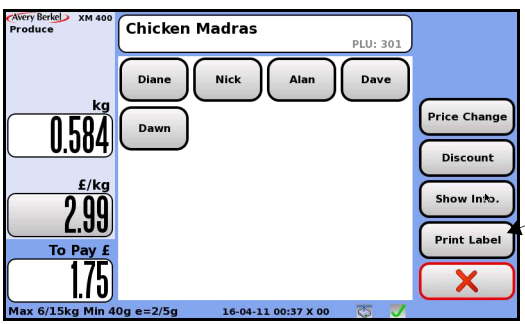
7.2.4 One shot labels

If this function has been enabled on your machine, you can print a label for an item while the machine is in receipt mode. When the product is selected, a print label button is seen on the right. Touch this button to print a single label.

You can:

- Individually label products with ingredients, cooking instructions, promotional information.
- Print coupons, vouchers or promotion labels on demand.

Note: *If your machine is a dual printer model (M420), or if you are using continuous sticky tally roll, you will not need to change the paper roll to print the label.*



One shot label

7.2.5 Paying for goods

Printing a sales receipt

The information printed on the sales receipt depends on how your scale has been configured.

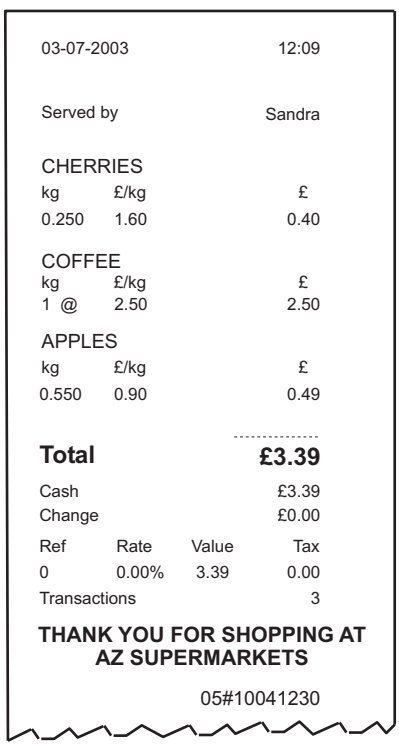
To print a sales receipt, you will need to take payment and your scale must:

- Have PoS (Point of Sale) mode enabled.
- Have payment (ECR) keys assigned.
- Be in receipt mode.

Customers may pay using any one or a combination of payment methods.

You can use the same payment key more than once.

Note: *'Transactions' printed at the bottom of the receipt may refer to the number of items sold or to the number of transactions depending on how your scale has been configured.*



03-07-2003 12:09

Served by Sandra

CHERRIES

kg	£/kg	£
0.250	1.60	0.40

COFFEE

kg	£/kg	£
1 @	2.50	2.50

APPLES

kg	£/kg	£
0.550	0.90	0.49

Total £3.39

Cash £3.39
Change £0.00

Ref	Rate	Value	Tax
0	0.00%	3.39	0.00

Transactions 3

THANK YOU FOR SHOPPING AT AZ SUPERMARKETS

05#10041230

Figure 7.1 Typical sales receipt (tax total printing configured)

Printing a counter receipt

Scales operating in receipt mode but not in PoS mode will print counter receipts. You do not need payment keys to print this type of receipt.

Sub total receipt

If you require a subtotal receipt, touch Place on Hold on the Sub-Total screen. The transaction will be held and a subtotal receipt printed.

If you touch for a transaction that is held, a duplicate counter receipt will be printed.

Tax printing on receipts

Each PLU can be programmed with one or two tax references.

Net value tax

In some countries, it is a requirement that the sales value net of tax is printed on the receipts. For these countries, if an inclusive tax system is used and tax printing has been enabled, the receipt will include:

- Tax reference
- Tax rate
- Net sales
- Tax value
- Gross sales.

Figure 7.2 Receipt showing tax details

Re-printing a receipt

If last subtotal has been enabled, you can recall the value and number of transactions from the last receipt transacted. Touch to generate a copy of the receipt. ‘DUPLICATE’ is printed on the copy receipt.

Duplicate receipt

A copy of the receipt with ‘DUPLICATE’ printed on it is generated immediately after the original receipt.

Print last receipt

If the scale has been configured for ‘No Receipt’ but the customer requests a receipt, you can recall the last subtotal and touch to generate a receipt for those transactions.

Re-open a held receipt

You can re-open a held receipt so that further transactions can be added and unwanted transactions removed.

Multiple receipts will be consolidated.

If manual customer numbers are configured:

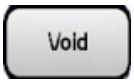
1. Touch

and enter the customer number, or scan the receipt barcode, when prompted to display transaction details. If the number was manually entered, confirm the customer number is correct.
2. Select the operator for assigning the transactions.

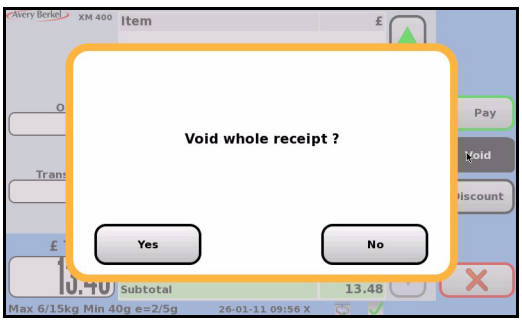
You can now:

- Add further transactions
- Void existing transactions

If an incorrect receipt has been consolidated and needs to be removed, you must void the whole receipt.

Touch 

on the subtotal screen and you will see the message 'Void whole receipt?'. Touch **Yes**.



7.2.6 Re-open a finalised receipt

You can re-open a previously printed receipt and add further transactions or remove unwanted transactions. Re-opening a receipt voids the original receipt.

1. Touch

and enter the receipt number. If the receipt number cannot be found, you will see a message: **Receipt does not exist. Please check number entered.**
2. Touch to confirm the receipt details are correct.
3. Select the operator for assigning the transactions.

You can now:

- Add further transactions
- Void existing transactions

The subtotal will be updated and you can now place this receipt on hold or print the new final receipt.

7.2.7 Using payment (ECR) keys

The payment keys are only available for use in PoS mode. Payment keys may also have been set up with restrictions on how you can use them. The restrictions that can be applied include:

- Giving change
- Giving refunds
- Minimum and maximum values that may be accepted
- Accepting a preset value only
- Enforced value (typing in the amount tendered)
- Open cash drawer (allowing operation with the drawer open)
- Security level

Important: A security level may be assigned to a payment key or to the maximum value that may be accepted for payment. If your security level is not high enough, you will see a message on screen and the operators with the appropriate security level will be listed.

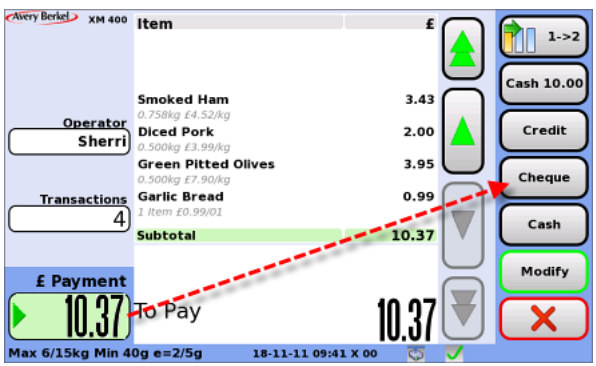
Payment for purchases

1. The payment screen shows the outstanding transactions.The programmed types of payment are shown in the right-hand blue area of the screen.

Note: The payment options you see may vary depending on how your scale has been configured.

2. Use the fixed numeric keys to enter the amount tendered, and then touch the appropriate payment key, for example ‘cheque’.

Note: There is no need to enter the amount if the cash tendered is the exact amount or if using preset value cash keys.

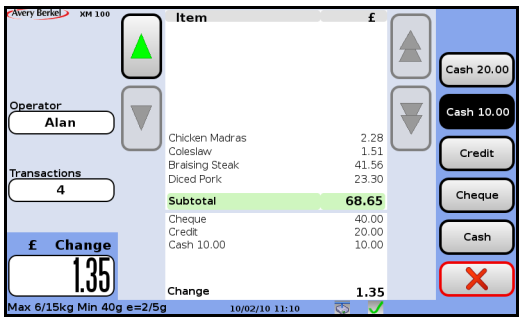


3. If more than one payment method is being used, repeat step 2 for each type of payment.

4. The receipt will be printed when the total amount tendered equals or exceeds the amount to pay.

Displaying the customer's change

The scale displays the change required by a customer. The change is displayed while the counter receipt is being printed.



Note: *Items shown with a line drawn through them are void. See Voiding a transaction, section 4.1, page 30.*

7.3 Voiding transactions

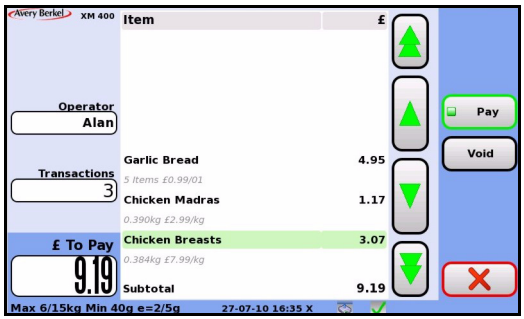
Important: You may cancel (void) an individual, unwanted transaction or all the transactions before printing the customer receipt.

1. Display the subtotal and touch **Void**. If you cannot see the button, touch **Modify** to display more buttons.

2. To cancel all the transactions in the subtotal, touch **Void** and then touch **Yes** to confirm the void operation. A void slip is printed to show zero transactions.

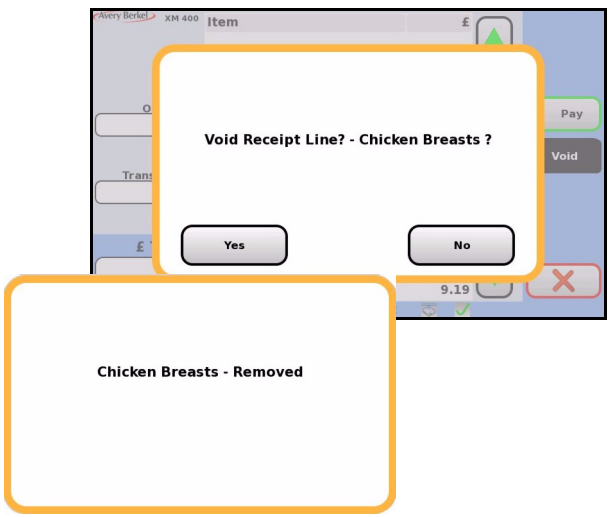
Note: *If security is set for the void function, the void operation can only be initiated by an operator or supervisor with an equivalent or higher security level.*

3. To cancel an individual transaction, highlight the line to be voided



and then touch **Void**.

4. Touch **Yes** to confirm the void operation.



7.4 Discounts

7.4.1 Sales discount

You can discount a receipt or an individual transaction with a pre-programmed fixed discount or with a variable discount.

Fixed and variable discounts may be a percentage of the transaction or receipt total or a fixed value.

Important: To discount a transaction, you must apply the discount before assigning the transaction.

Variable discount

A variable discount is one that does not have a pre-programmed value. The operator enters the discount value or percentage.

Fixed discount

The value or percentage is pre-programmed.

Security levels may be assigned to discounts. If you do not have an adequate security level assigned, you will see a warning message and the list of authorised operators will be displayed.

Cancelling a discount

If you apply a discount in error, you must void the discount to cancel it. For instructions on using the void function, see page 76.

7.5 Refunds

If the refund function has been set up, you can refund the cost of goods to the customer.

Refunds may be made as part of a sales transaction or as a separate operation.

The scale shows the amount of cash refunded on the cash report and updates the refund totals values and count.

If the customer has more than one identical item or pack, you can:

1. Enter the number of items.
2. Enter the value to be refunded for one item or pack.

The scale will calculate the total value to be refunded.

Where the refund is part of a sales transaction and the total receipt value is negative, a refund slip will be printed after the sales receipt.

A security level may be assigned to this function. If your security level is not high enough, you will see a warning message and the list of authorised operators will be displayed.

Your scale must be in **receipt mode** and **PoS** must be enabled.

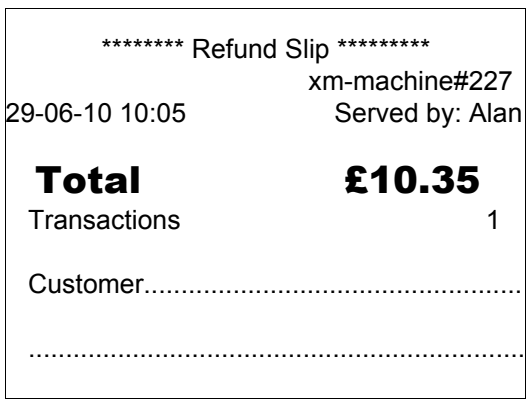


Figure 7.3 Example refund slip

Upon completion of a refund transaction, the scale automatically returns to standard sale transaction mode.

7.5.1 Refund PLUs

Your scale may have refund PLUs set up to enable you to re-imburse a customer for non-weighed items.

This enables refunds to be made on such items as bag re-use or bottle refunds while maintaining totals integrity.

7.6 Banking (cash drawer) operations

If your scale is operating in PoS mode, there are ECR operations you can select that affect the amount of cash in the drawer. These are:

- No Sale
- Float
- Paid Out
- Pick Up

Typically, you may find these buttons in the function menu area, displayed to the right of the touchscreen, or as one or more of the buttons in the touchscreen area.

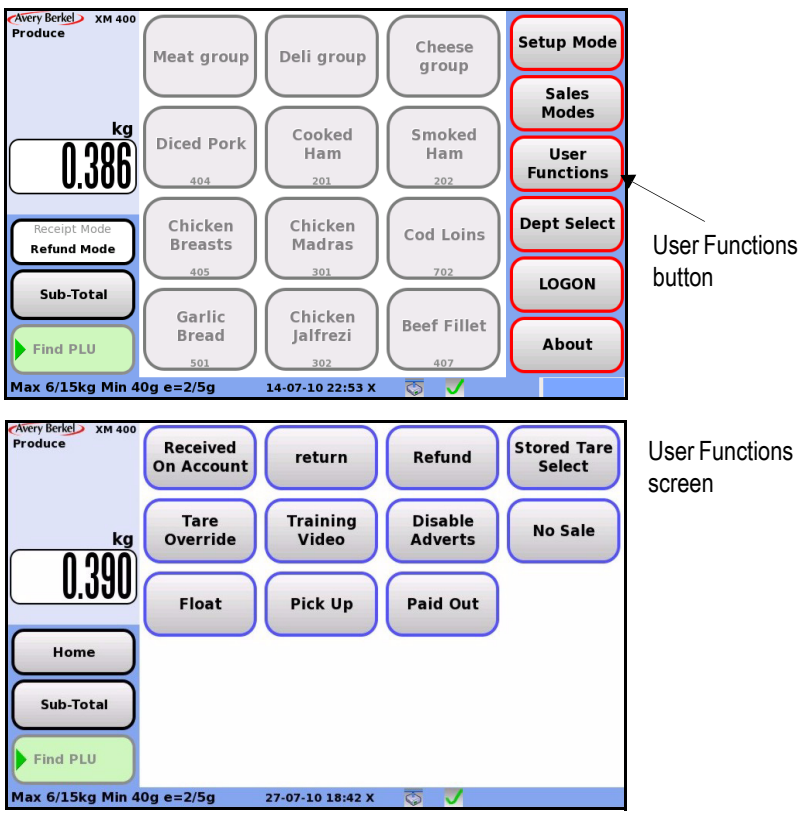


Figure 7.4 Example of user function button locations

A security level may be assigned to these transactions. If your security level is not high enough, you will see a warning message and the list of authorised operators will be displayed.

Touch the appropriate operator button and enter the PIN.

Important: When using any Float, Paid Out or Pick Up operation, you must enter the amount added to or taken from the cash drawer so that the scale cash report is updated.

No Sale

Allows you to open the cash drawer without entering a sale. A No Sale slip is printed.

********** No Sale **********
Served by: Alan 29-06-10 10:05

xm-machine#16

********** Report Complete ********

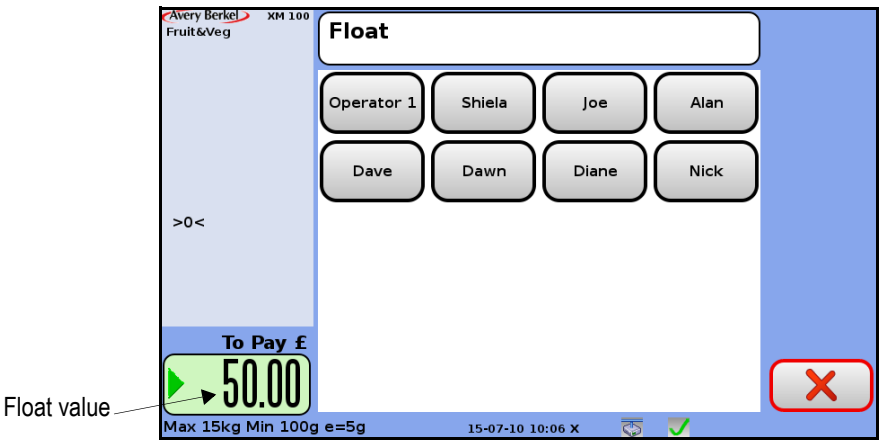
Figure 7.5 No Sale slip

Float

Allows you to add money to the cash drawer so that you can give change.

1. Use the numeric keys to enter the amount you are adding to the cash drawer. This float value is then displayed in the field at the bottom left corner of the screen.
2. Touch the appropriate operator button.
3. A float slip is printed.

If the float amount is zero, you will see the message **Entry Too Low** displayed briefly. The display will then revert to the float amount entry screen.



********** Float **********

Served by: Alan 29-06-10 10:05

Value **£50.00**

xm-machine#17

********** Report Complete ********

Figure 7.6 Float value slip

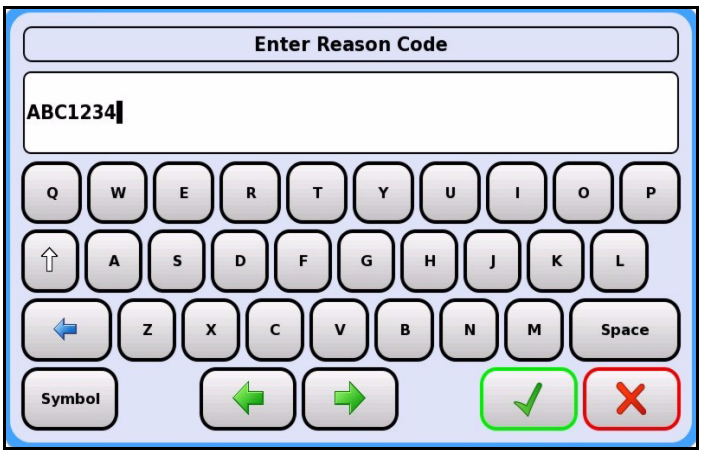
Paid Out

Allows you to make miscellaneous payments using the cash from the drawer.

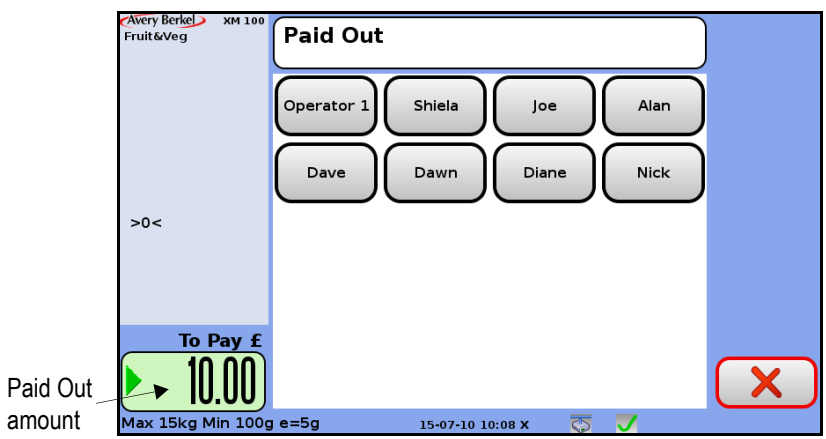
Paid Out operations require a reason code to be entered before proceeding.

1. Touch the Paid Out button. The **Enter Reason Code** screen is displayed.

2. Use the touch screen keyboard to enter the appropriate reason code and touch .



3. Use the numeric keys to enter the amount to be paid out. The amount paid out is then displayed in the field at the bottom left corner of the screen.



If there is sufficient money in the cash drawer, a paid out slip is printed.

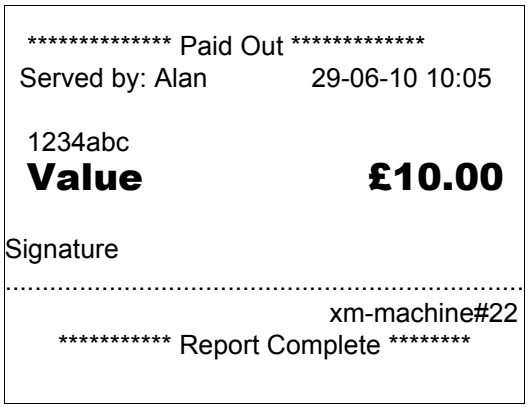


Figure 7.7 Paid Out slip

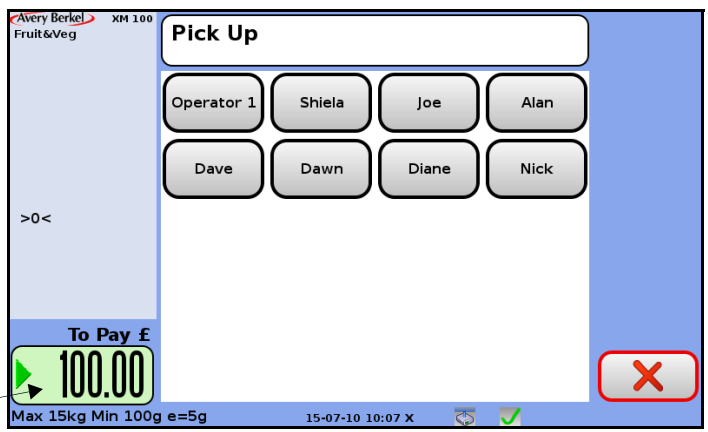
If the Paid Out amount is zero, you will see the message **Entry Too Low** displayed briefly. The display will then revert to the paid out amount entry screen.

If there are insufficient funds in the cash drawer, you will see the message **Drawer Cash Low, Continue?**. If you choose to continue, a paid out slip will be printed.

Pick Up

Allows you to take money from the cash drawer for security purposes during trading.

1. Use the numeric keys to enter the amount you are taking from the cash drawer. This pick up value is then displayed in the field at the bottom left corner of the screen.



Pick Up amount

If there is sufficient money in the cash drawer, a pick up slip is printed.

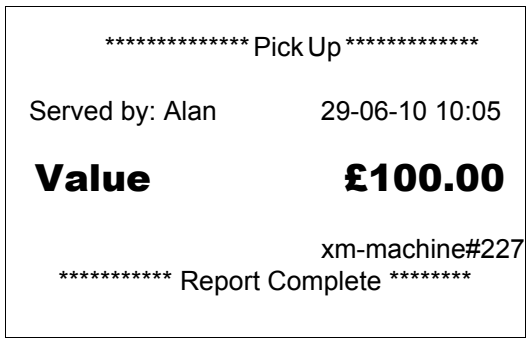


Figure 7.8 Pick Up slip

If the pick up amount is zero, you will see the message **Entry Too Low** displayed briefly. The display will then revert to the float amount entry screen.

If there are insufficient funds in the cash drawer, you will see the message **Drawer Cash Low, Continue?**. If you choose to continue, a pick up slip will be printed.

7.7 Customer accounts

Customers may charge the cost of purchases to an account as long as the scale has been set up for this function in Service Mode and an account key has been assigned to the appropriate keyboard.

Your scale will have been set up to allow you to charge goods or make payments to accounts that have previously been programmed in the scale.

7.7.1 Setting up an account

A customer account record includes:

- Account reference ID
- Account name
- Credit status of the account holder

The credit status can be either the value of the credit allowed or a code representing the credit value allowed.

The account ID and name are printed on the received-on-account slips and on the account summary slip. The account ID is printed on the receipt when goods are charged to the account.

7.7.2 Charging to account

Customers may pay all or part of the cost of purchases by charging the cost to their account.

The scale prints the receipt followed by an account summary slip that is signed by the customer and then placed in the cash drawer.

Account keys operate in a similar way to cash keys except that you will always be asked for an account reference.

You can only use account payment in PoS mode.

7.7.3 Payments received on account

Customers must make payments to their account as a separate transaction. Accounts payments and purchase transactions may not be mixed on the same receipt.

With the exception of charging to account, customers may pay using any one or a combination of payment methods.

A customer can over-tender and receive change. For example. if the customer owes £20 on account and wishes to pay £5, he/she can tender a £10 note and receive £5 change.

When the transaction is completed, the scale prints a receipt and a Received On Account slip. You should:

- Give the receipt to the customer
- Place the Received On Account slip in the cash drawer.

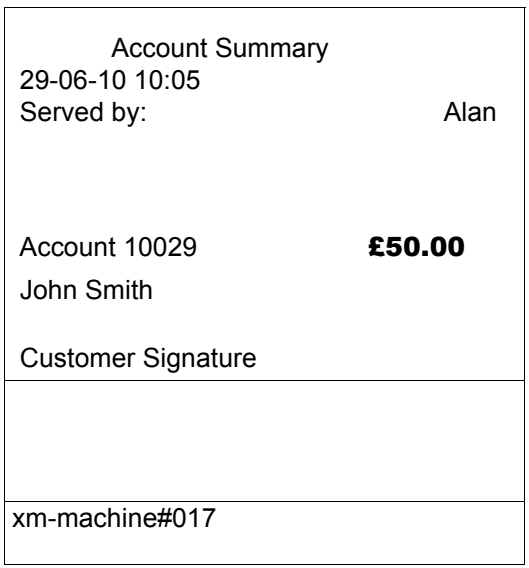


Figure 7.9 Account summary slip

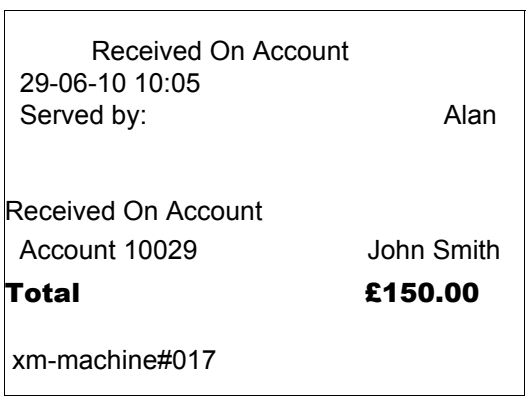


Figure 7.10Received On Account slip

7.8 Stock Mode (Trade transactions)

In stock mode, the scale is used solely for data entry and capture. Any transactions performed in this mode do not update sales totals. Transactions are stored in the audit buffer and can be collected by suitable PC applications.

Trade transactions could include trade sales, delivery notes, orders, stock control operations.

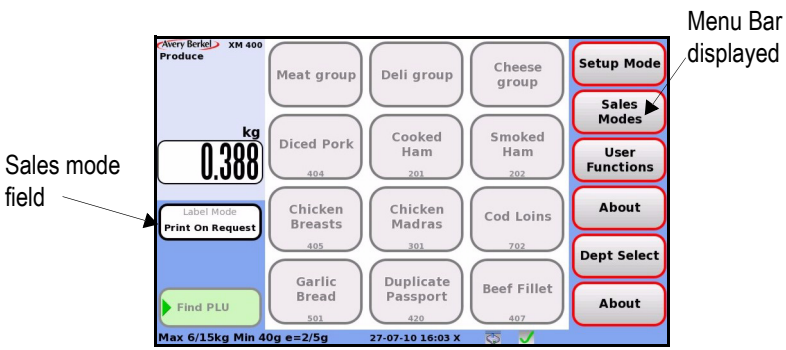
Important: Stock mode may not be used in the presence of the customer.

Stock mode transactions and sales transactions may not be mixed on the same receipt.

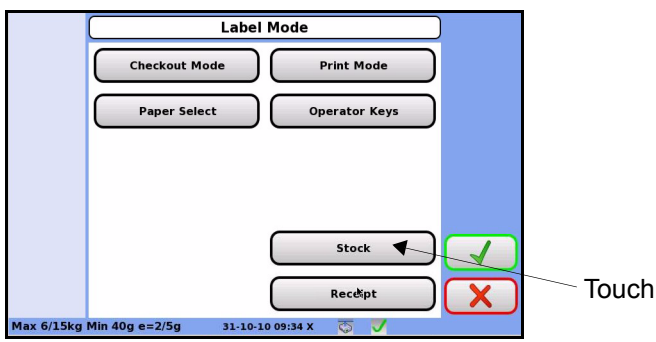
7.8.1 Entry to stock mode

1. Touch

or the sales mode field on the home screen.



2. Touch the **Stock** button to enable stock mode.



3. If you require PoS functions, select POS Mode and touch to confirm your selection.

A security level may have been assigned to the function in order to prevent unauthorised use. You will only have access to stock mode if your operator role allows it.

Label mode

Stock mode can only be used if the ADD function has been selected.

Receipt mode

Refunds, returns and negative PLUs are not allowed in stock mode.

Trade accounts

Your scale may have accounts for trade customers, or for the areas of the business against which to charge the goods when performing stock functions. For example, if you are writing off stock, you might wish to charge it against a specific department such as electrical goods, toiletries or delicatessen.

Miscellaneous Functions

8

This chapter describes some of the functions you may have available at the scale. Your scale may not have been configured for all the options available.

Ignore those sections that do not apply.

Contents

8.1, *User functions*

8.1.1, *Idle time adverts and videos*

8.1.2, *Security levels*

8.2, *Web browser*

8.3, *Training videos and images*

8.4, *Operator PIN*

8.1 User functions

The functions available at your scale will depend on how your scale has been configured. Some of the functions described in this book may not have been set up on your scale.

8.1.1 Idle time adverts and videos

Your scale can be configured to show a series of adverts on the customer display.The adverts can be text, image or video and are displayed whenever no key press or weight change has been sensed by the scale for five seconds.

A playlist can be defined from the media held in the scale that will cycle back to the start when the end is reached.

8.1.2 Security levels

The security level (role) assigned to an operator determines access to machine functions.

- You will only have access to functions that are allowed for the role assigned to you.
- Only those operators with a role allowing access to a function are listed for selection for that function.

8.2 Web browser

You may have a browser button set up under User Functions (Menu Bar) or on the dedicated keyboard below the touchscreen area. This button acts as a shortcut to a ‘home page’ (pre-specified URL).

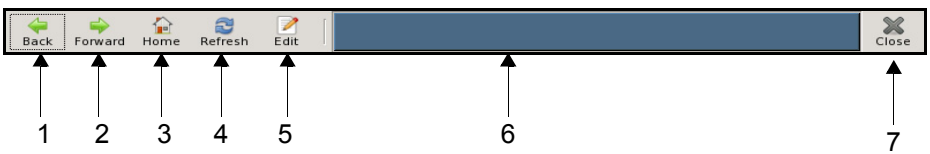


Figure 8.1 Browser header bar

1. Back button
2. Forward button
3. Home
4. Refresh
5. Edit
6. Progress indicator
7. Exit

8.3 Training videos and images

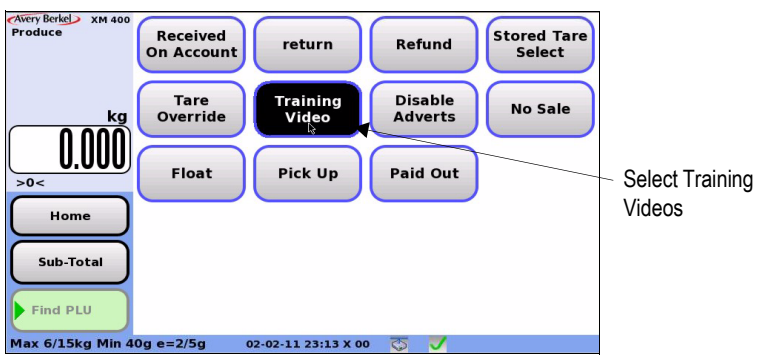
Your scale includes three training videos:

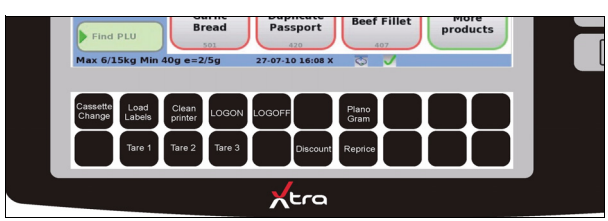
1. Screen Clean
2. Head Clean
3. Cassette Change

Other videos and images may be available to assist you. These are accessed from touch keys or buttons set up on the scale.

The keys may be assigned to the programmable (dedicated) key area below the touchscreen or to a touchscreen menu as shown below.

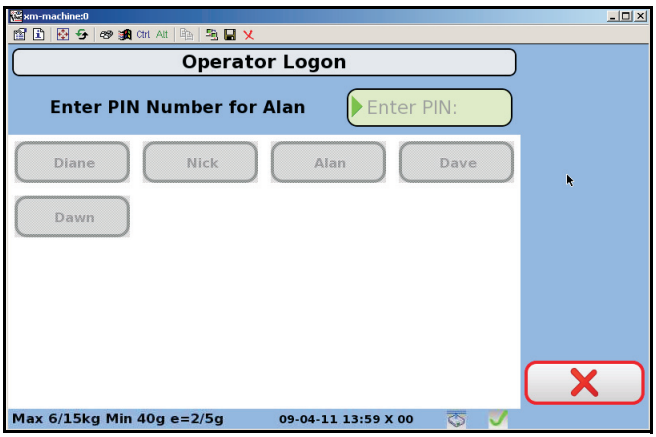
The touch key or button can be configured to directly select a single image or video or to direct you to a list of videos and images from which you can select the one you wish to see.





8.4 Operator PIN

You may have been assigned a PIN. Your PIN must be entered when logging on or off. This only applies to scales operating in checkout mode.



8.5 Touchscreen calibration

Select this option to initiate the touchscreen calibration procedure. Follow the on-screen instructions for calibrating the touchscreen, touching the crosshair in each position that it appears.

Important: Touch the crosshair for about one second to give the software time to register the position.

__Note:__ You can also initiate touchscreen calibration at machine startup when you are prompted to __Press screen now to calibrate__.

1. Ensure that the touchscreen is in the position in which it will be used during normal operation.
2. Select Setup Mode from the menu bar.
3. Select Manager Mode followed by Machine Setup.
4. Select Touchscreen Calibration.
5. Touch the crosshair in the upper-left corner of the screen.
6. Touch in the upper-right corner of the screen.
7. Touch in the lower-right corner of the screen.
8. Touch in the lower-left corner of the screen.
9. Touch in the centre of the screen.

   Your screen will return to the Machine Setup menu when calibration is complete.

Quick calibrate

From the product selection screens, hold down the Menu Bar key for 10 seconds. When the key is released the scale goes into the touchscreen calibration utility.

8.6 Shutting down the machine

You must ALWAYS shut down XM and XT machines using the following procedure:

1. For XM, press the Menu bar key on the keypad. For XT, click the green arrow on the right side of the screen.
2. Click **Shutdown** in the menu.
3. When asked if you want to shut down the scale, click **Yes**.
4. Wait 20 seconds, then shut the machine off at the switch located on the left side of the scale.

Working with networked scales 9

This chapter describes how a scale network works.

Contents

9.1, *Networked scales*

9.1.1, *Operating mode*

9.1.2, *Status bar*

9.2, *Rejoining the network*

9.3, *Conflicting transaction sets*

9.4, *Floating between machines*

9.1 Networked scales

Networked machines are connected using either wired or wireless communications. This enables information to be passed between each connected machine (and other devices if used).

One machine on the network is called the server and is responsible for overseeing the network. The remaining machines are known as client machines. Any machine may be programmed as the server.

All machines on the network use the same PLU and system data. You can enter data at any machine and the other machines on the network will receive the information provided they are switched on.

If the server goes offline when the client machines are in operation, the remaining clients can continue to trade and float operators as explained in 9.1.1, *Operating mode* on page 98.

9.1.1 Operating mode

When scales are networked, they are usually operated in Receipt mode, although a store network can consist of a mixture of label and receipt machines.

Operators may be logged on to more than one machine and ‘float’ between machines to serve customers anywhere in the store.

Receipt-printing machines will:

- Totalise transactions
- Print a counter receipt
- Print a sales receipt where the vendor receives payment for the goods.

Counter receipts are redeemed at a Point of Sale (PoS) machine or checkout for payment.

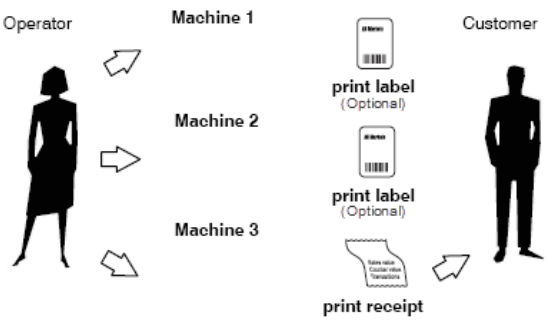
Label machines will:

- Print labels
- Consolidate the transactions at the checkout of PoS machine.

Other PoS machines within the store will complete transactions and generate sales receipts for any purchases at those machines.

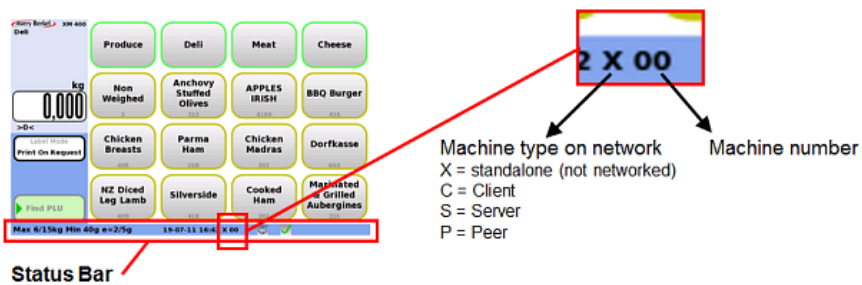
Floating operators

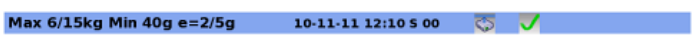
In vendor mode, you can have a number of 'floating' operators logged on to the network at any time. You can serve customer and produce receipts or labels at any machine.



9.1.2 Status bar

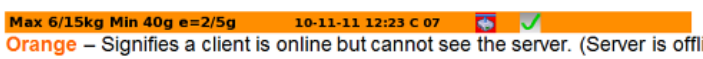
The status bar across the bottom of the screen changes colour to indicate the following conditions.



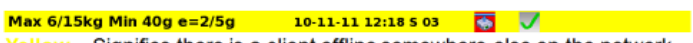


Blue – Signifies that the machine is online and the network is OK.

Red – Signifies the client or server cannot see any other scales, ie. is offline



Orange – Signifies a client is online but cannot see the server. (Server is offline).



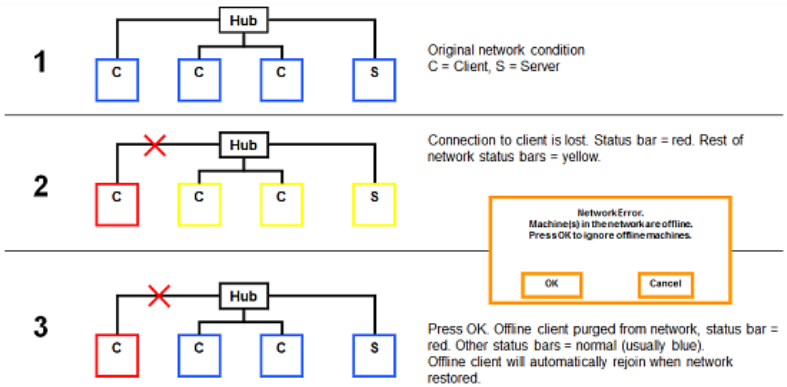
Yellow – Signifies there is a client offline somewhere else on the network.

Note: *If the theme has been changed, a colour other than blue will appear when the network is OK.*

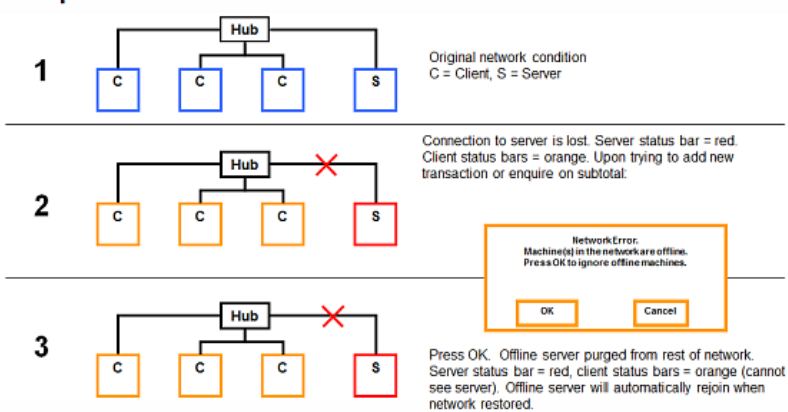
The scale cycles through these colours to reach its actual status. For example, if a scale is offline, it will cycle to yellow, then orange, then red over a period of a few seconds.

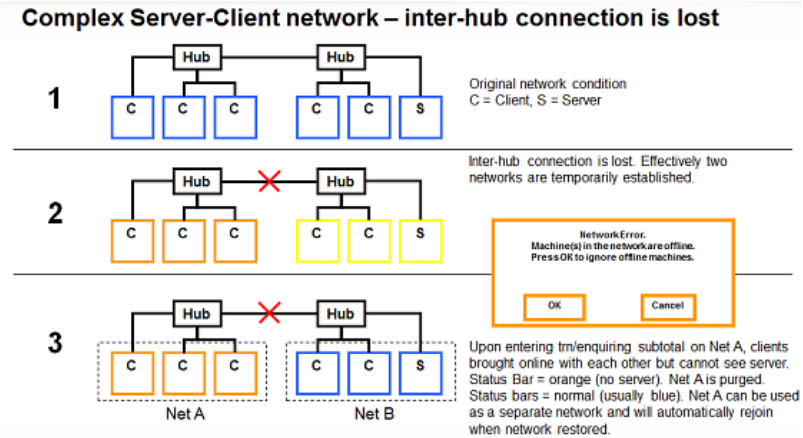
If a client or server goes offline, you will be notified through the status bar colour and potentially also asked what you want to do with the remaining network. Some typical scenarios follow:

Simple Server-Client network – client connection is lost



Simple Server-Client network – server connection is lost



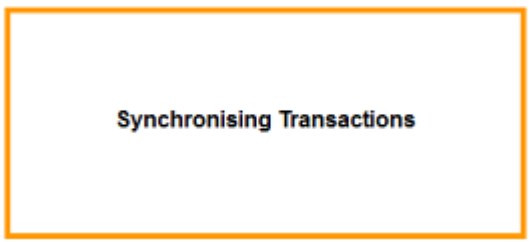

Complex Server-Client network – inter-hub connection is lost
1
Hub
Hub
C
C
C
C
C
S
Original network condition
C = Client, S = Server
2
Inter-hub connection is lost. Effectively two networks are temporarily established.
Network Error.
Machine(s) in the network are offline.
Press OK to ignore offline machines.
OK
Cancel
3
Net A
Net B
Upon entering trn/enquiring subtotal on Net A, clients brought online with each other but cannot see server. Status Bar = orange (no server). Net A is purged. Status bars = normal (usually blue). Net A can be used as a separate network and will automatically rejoin when network restored.

9.2 Rejoining the network

If the offline machine was not removed from the network, it will just rejoin automatically as soon as the connection is available. The status bar turns from red to normal. On the rest of the network, the status bar turns from yellow to normal.

If the offline machine was removed from the network and there is one set of unique transactions across the entire network, it will just rejoin automatically as soon as the connection is available. The status bar turns from red to normal. On the rest of the network, the status bar turns from yellow to normal.

If the machine was removed and there are two or more conflicting sets of transactions across the network, the first time an operator tries to assign a transaction or enquire on a sub-total, the following message will appear momentarily and the most recent transactions will be used.



9.3 Conflicting transaction sets

Conflicting transaction sets can occur when a machine is offline and then comes back online. The **Synchronising Transactions** message will appear momentarily. Typically, the newest set is always kept.

There are two scenarios in which conflicting transaction sets can occur:

Scenario 1, for the same operator:

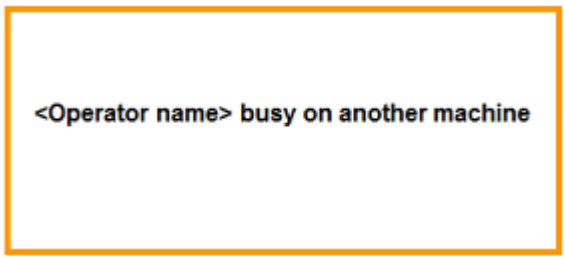
1. Transactions are added on Machine A and not totalised. This machine then goes offline.
2. Transactions are then added on Machine B and not totalised.
3. Transactions on Machine A are then totalised (e.g. printed).
4. Machine A comes back online.
5. More transactions are attempted on Machine B.
6. The last operation was on Machine A, therefore, the transactions on Machine B are older and not required. Transactions on Machine B are deleted.

Scenario 2, for the same operator:

1. Machine A goes offline.
2. Transactions are added on Machine A and not totalised.
3. Transactions are added on Machine B and not totalised.
4. Machine A comes back online.
5. More transactions are added on Machine B.
6. The transaction list is older on Machine A and will be deleted.

9.4 Floating between machines

In the event that an operator has a subtotal open on one machine and then tries to add a transaction or enquire on the subtotal on another, the following message appears:



Basic Programming 10

This chapter tells you how to set up some basic information for using the scale.

The minimum product information required for you to use your scale is PLU (Product Look Up) number and unit or item price. However, it is useful to program a brief description for the display text and a label format if you are using label mode. To use the scale in receipt mode, you will also need to set up at least one operator.

Contents

10.1, *Using Manager mode*

10.1.1, *Manager mode layout*

10.2, *Products*

10.2.1, *Editing a PLU*

10.2.2, *Creating a PLU*

10.2.3, *Tares*

10.2.4, *Tax rates*

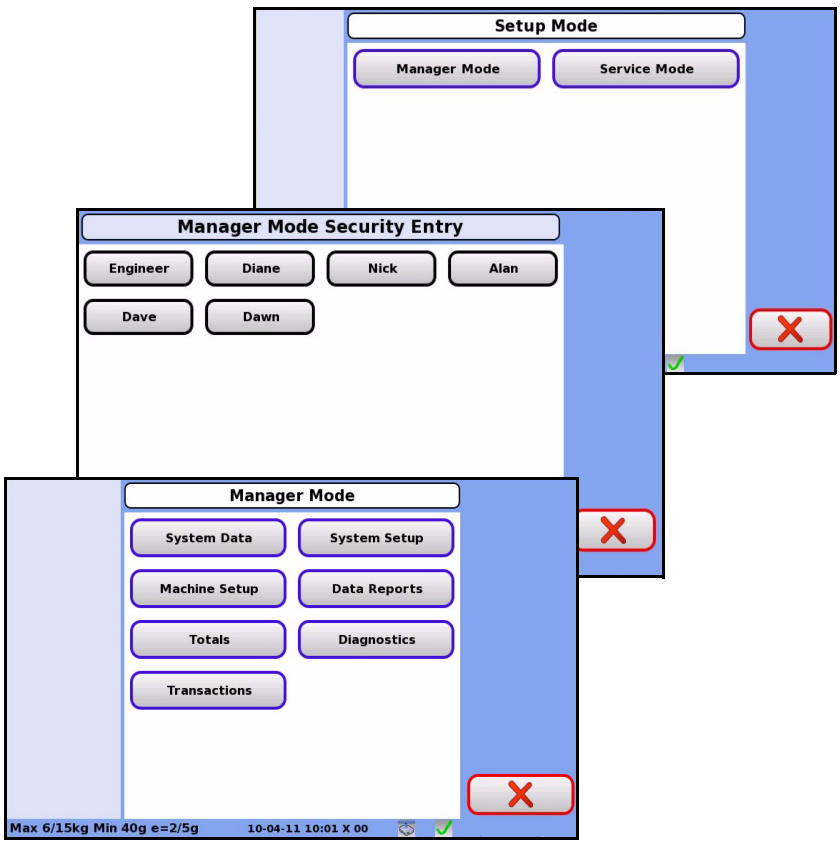
10.2.5, *Discounts*

10.3, *Operators*

10.3.1, *Setting up a new operator*

10.1 Using Manager mode

10.1.1 Manager mode layout



To enter manager mode

Press the menu bar key and then use the appropriate touch button to select:

1. Setup Mode from the Menu bar
2. Manager Mode on the Setup Mode screen
3. The operator and enter the PIN

The default operator number is 1 and the default operator PIN is 4296. For added security, give each operator a PIN that is different from the one set up. Only operators with a manager role assigned to them will be displayed.

The functions and information that you may need to edit are found in System Data. System data applies to all the scales in the network. You can create and edit system data at a scale or use one of the appropriate software applications.

Adding or changing data

The steps for setting up an operator are described in the Operators section 10.3, *Operators*. To add or change data in any of the other tables, follow the same procedure. The individual records may be different but the principle is the same and the scale software will take you through it.

10.2 Products

10.2.1 Editing a PLU

1. Use the touch button to select Setup Mode from the Menu bar.
2. Select Manager Mode on the Setup Mode screen.
3. Choose the operator and enter the PIN for that operator.
4. Select System Data.
5. Select Products from the System Data screen.

   The product table is displayed.
6. Select the product you want to edit from the list displayed in the produce table.
7. Touch ✓ to confirm the selection.

Note: *Only those operators with a security level equal to or greater than the function security are listed for selection*

Note: *You can search for the PLU you want using the scroll buttons or by entering text or numerical characters.*

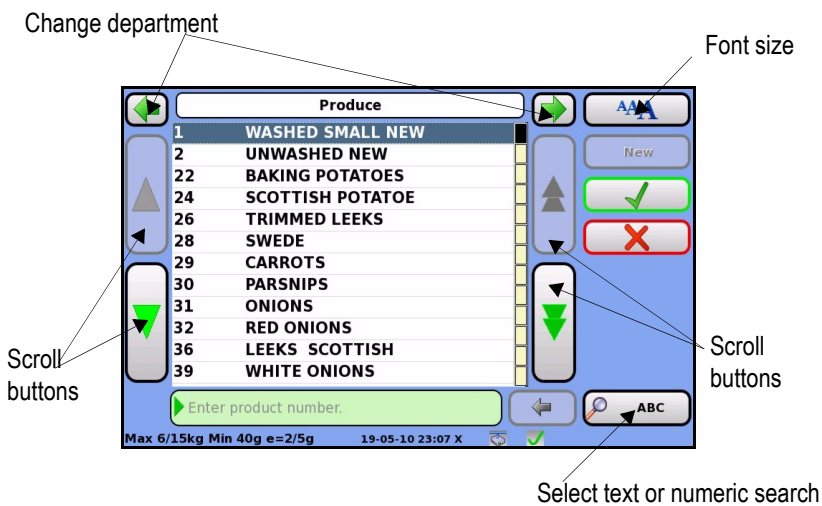
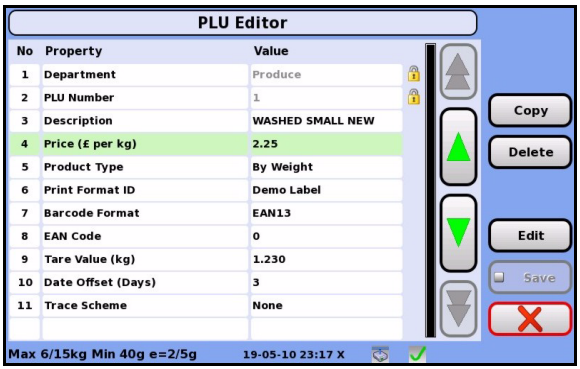
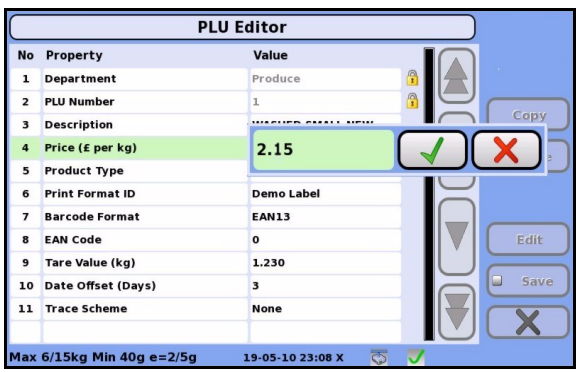


Figure 10.1 Produce list

8. Use the scroll buttons to highlight the field you require, for example, Price.



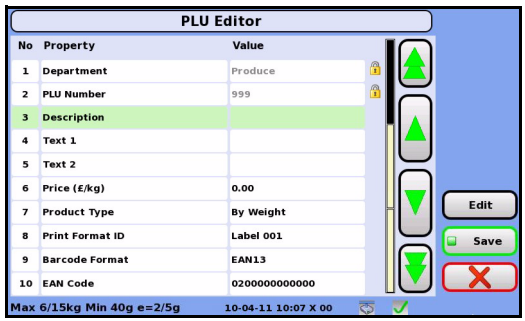
9. Touch Edit and use the numeric keypad to enter the new price.



10. Touch ✓ to confirm the entry.
11. If you do not want to edit the next field displayed, touch ✗. Touch Save to save your changes.

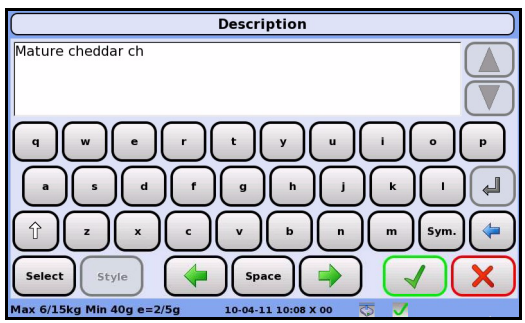
10.2.2 Creating a PLU

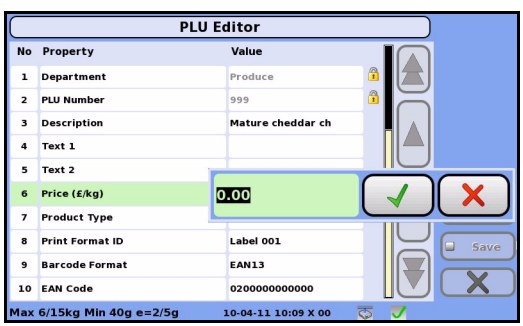
1. Follow steps 1 to 4 as in Editing a PLU.
2. Enter the number for the new PLU and touch **New**.



3. Touch **Edit** to be able to enter the description. When you have finished, touch ✓ to confirm the entry.

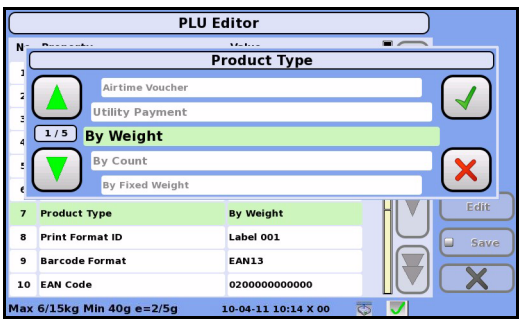
Note: *The PLU editor automatically highlights the next field in the PLU editor when you confirm your changes.*





4. Use the numeric keys to enter the unit price.

5. If you do not want to edit the next field displayed, touch .



6. Touch

to save your changes.

10.2.3 Tares

When goods are to be weighed in containers, you can set up tare values (container weights) that are stored against a reference number.

Each tare is assigned to a dedicated touch button. Depending on how your scale has been configured, the tare buttons can be accessed from:

- A dedicated touch button on the function menu bar
- A dedicated key on the programmable key area below the touchscreen.

10.2.4 Tax rates

If PLUs are configured with a tax rate, you can print the tax value and individual tax rates on the receipt. You can program each PLU with one or two tax references. There are 10 tax references available and each one can be assigned a different tax rate.

Use tax reference 0 for products that are non-taxable.

Inclusive tax

- The value of the transaction is displayed including the tax.

Exclusive tax

- The value of the transaction is displayed, excluding the tax. The tax is added to the receipt subtotal as a separate item when the receipt is printed.

Printing the tax

Your scale has been configured for one of three tax printing options:

1. Printing the total tax value on receipts
2. Printing the individual tax rate values on the receipt
3. No tax printing

Note: *See Tax printing on receipts on page 70.*

10.2.5 Discounts

For information on applying discounts, see section 7.4, *Discounts* on page 78.

There are two types of discount rate:

- Percentage
- Value

For percentage discounts, you can enter a rate from 0% to 100%.

For value discounts, you can enter a value from 0 to a maximum equal to the total transaction or receipt value.

If the value or percentage is set to 0, the discount is variable and the operator enters the value or percentage in Sales Mode.

Note: *You must enter the percentage rate as a whole number.*

10.3 Operators

The information you need to set up an operator is listed here, followed by the steps for setting up an operator.

Operator ID

The operator ID can have up to 12 numeric characters.

Operator name

The operator name is displayed on the operator button and printed on the receipt.

You can enter up to 33 characters for the operator name. If the name is too long for the space available, it will be truncated.

Operator PIN

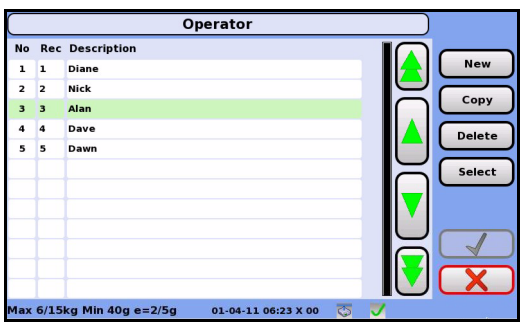
This is the number the user must enter to gain access to restricted scale functions. The PIN can have up to 12 numeric characters.

Operator role

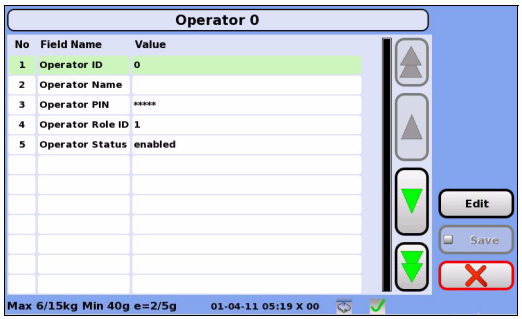
The role can have up to 12 numeric characters and controls the functions the operator can use. Access to functions not assigned to the role is not allowed.

10.3.1 Setting up a new operator

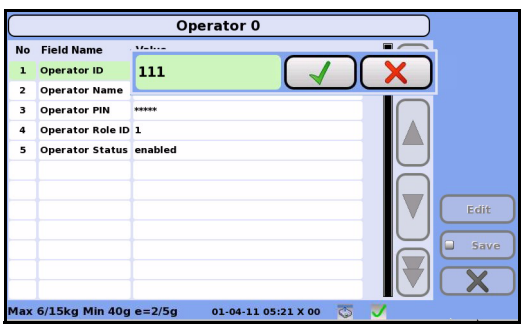
1. Select operators from the choices displayed.



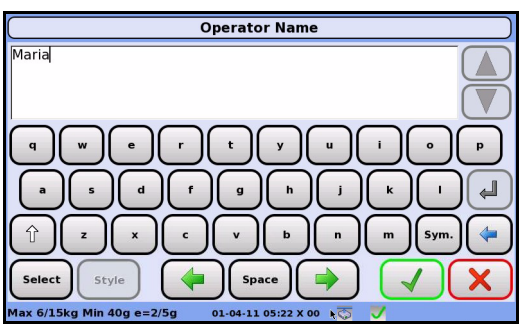
2. Touch [New] to add a new operator.



3. Select the Operator ID field and edit the operator ID. Touch [✓] to confirm the change.

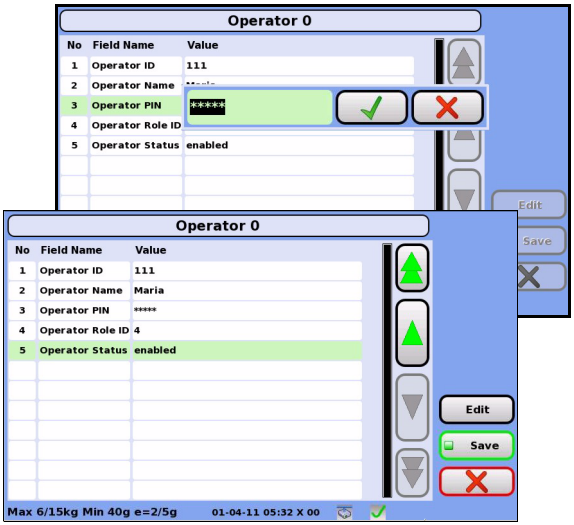


4. Enter the operator name and touch [✓].

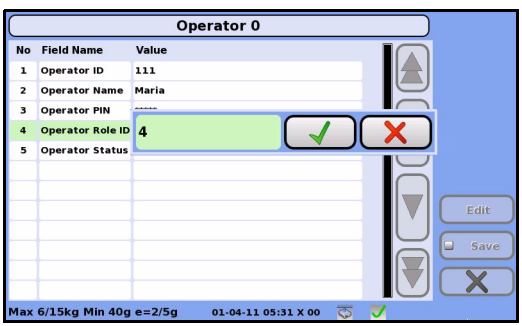


5. Use the numeric keypad to enter a PIN for the operator.

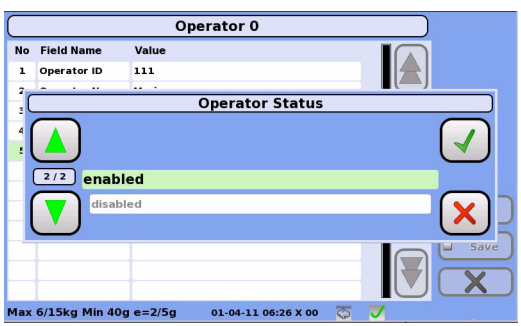
Note: *To set up an operator with access to Manager Mode functions the PIN is 4296.*



6. Assign the appropriate role to the operator.



7. By default, the operator is automatically enabled when created.



8. Touch Save to save your changes.

When you have finished creating or editing operators, touch to return to the Manager Mode screen.

Reporting Functions 11

This chapter describes the data reports available and the information they contain. Please remember:

- Totals are updated whenever a label or receipt has been printed successfully.
- You must be in Manager Mode to print a report.
- You can assign a security level to any report.

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11.1, *Overview*

11.1.1, *Report printing*

11.1.2, *Missing fields*

11.2, *Totals reports*

11.2.1, *Report numbering*

11.2.2, *Report fields*

11.2.3, *Grand totals report*

11.2.4, *Operator Totals report*

11.2.5, *Operator Sales report*

11.2.6, *Items report*

11.2.7, *Machine report*

11.2.8, *Group report*

11.2.9, *Traceability report*

11.2.10, *Security report*

11.3, *Data reports*

11.3.1, *Verify labels*

11.1 Overview

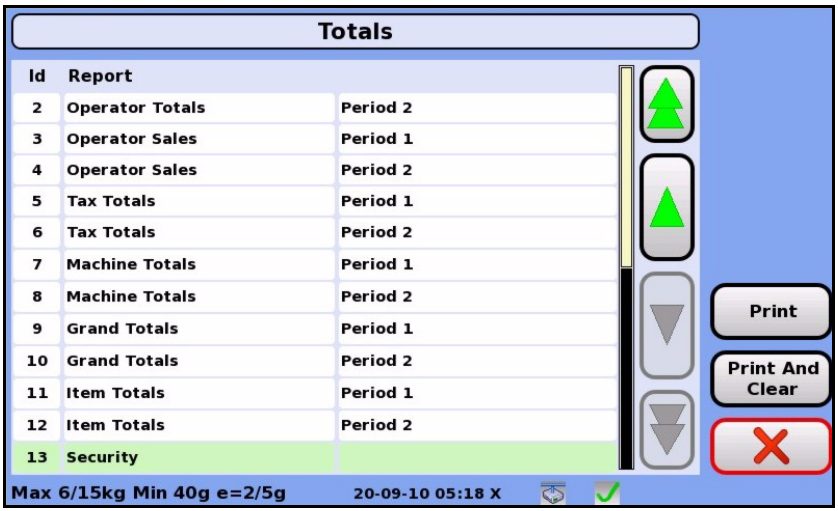


Figure 11.1 Example screen showing list of available reports

11.1.1 Report printing

Select **Print** for a **non-clearing** report

The totals for those values are carried forward.

Select **Print and Clear** for a **clearing** report

The totals are cleared and the relevant clearing date in the security report is updated.

Important: If the report printing fails for any reason or you abort the report printing, the totals will be unchanged.

11.1.2 Missing fields

If there is no data for a particular field, that field will be blank on the report or a value of zero will be printed.

- The value of the product produced
- The value of the product sold (ECR).
- The value of the customer returns.
- The value of stock write off

11.2 Totals reports

You can print the following reports:

- Operator Totals
- Operator Sales
- Tax Totals
- Machine Totals
- Grand Totals
- Items Totals

11.2.1 Report numbering

Each totals report has its own sequential number for security purposes. There are two separate number sequences – one each for **Print** reports and **Print and Clear** reports. The number is incremented each time you print a report.

11.2.2 Report fields

* indicates the reports that include this field

Field name	Description	Grand	Machine	Operator Totals	Operator Sales	Items	Tax	Group	Trace
Sales Amount	Value of all transactions in PoS mode	*	*	*	*	*	*	*	*
Sales Quantity	Weight/items sold					*			*
Counter Amount	Value of all transactions in non-PoS mode	*	*	*		*		*	
Counter Quantity	Weight/items labelled					*			*
Pre-pack Amount	Value of all transactions in Pre-pack mode	*	*	*		*		*	
Pre-pack Quantity	Weight/items pre-packed					*			*
Transactions Count	Total number of transactions (Sales + Counter + Pre-pack)	*	*	*		*		*	*
Customers	Total number of receipts + Total ADD labels	*	*	*					
Override Amount	Value of override transactions	*	*	*					
Override Count	Total number of overrides	*	*	*					
Void Amount	Value of void transactions	*	*	*					
Void Count	Total number of voids	*	*	*					
Return Amount	Value of return transactions	*	*	*				*	
Return Trans	Total number of returns	*	*	*				*	

Field name	Description	Grand	Machine	Operator Totals	Operator Sales	Items	Tax	Group	Trace
Return Quantity	Weight/items returned					*			
Refund Amount	Value of refund transaction	*	*	*					
Refund Count	Total number of refunds	*	*	*					
Discount Amount	Value of all discounts	*	*	*					
Discount Count	Total number of discounts	*	*	*					
No Sale Count	Total number of No Sales	*	*	*					
Pick Up Amount**	Amount of Pick Up		*	*					
Pick Up Count	Total number of Pick Ups		*	*					
Float Amount	Amount of Float		*	*					
Paid Out Amount**	Amount paid out		*	*					
Paid Out Count	Total number of Paid Outs		*	*					
Local Cash Amount	Value of local cash payments		*	*	*		*		*
Payment Amount	Value of each payment type (not local cash)		*	*	*		*		*
Received on Account	Value of payments received on account		*	*	*		*		*
Drawer value	Total amount in drawer (sales + floats) - (pick ups + paid outs)		*	*					

11.2.3 Grand totals report

A Grand total consolidates data from PLU, Operator, Department, Machine, Group and Discount reports for each scale on the system and prints a report of the total sales.

- Sales Value
- Counter Value
- Pre-Pack Value
- Transactions
- Customers
- Override Value
- Override Count
- Void Value
- Void Count
- Return Value
- Return Count
- Refund Value

- Refund Count
- Discount Value
- Discount Count
- No Sale Count

11.2.4 Operator Totals report

The report includes all transactions assigned to the operator and prints:

- Operator ID
- Operator name
- Total sales amount (PoS mode)
- Total counter amount (non-PoS mode)
- Transaction count
- Number of customers
- Void count and amount
- Exceptional Data (returns, refunds, paid out, pick up, no sale, float)
- Drawer value

Select Operator Totals and the press Print followed by Continue to print all the operators. If you want to print a report for an individual operator, touch Edit and enter the operator ID number.

11.2.5 Operator Sales report

This report includes all the sales for the operator and prints:

- Operator ID
- Operator name
- Value of each type of payment used
- Total sales amount
- Date and time of current report and previous report

Select Operator Sales and the press Print, followed by Continue to print all the operators. If you want to print a report for an individual operator, touch Edit and enter the operator ID number.

11.2.6 Items report

The data included in this report is:

- Department ID
- PLU number
- Group ID
- Item description
- Sales quantity at the normal price
- Sales amount at the normal price
- Counter amount
- Counter quantity
- Return transactions
- Return amount
- Total sales amount
- Total counter amount

Select Items and press Print, followed by Continue to print all the PLUs. If you want to print a report for an individual PLU, touch Edit and enter the PLU ID number.

11.2.7 Machine report

The information in this report will depend upon the payment methods set up for the scale. It will always include:

- Total monies for the cash drawer
- Total cash

and, for example, could include

- Total credit
- Total cheque
- Customer refunds

Select the report and touch Print.

11.2.8 Group report

The data included in this report is:

- Sales value
- Counter value
- Pre-pack value

- Transaction count
- Returns value
- Returns count

11.2.9 Traceability report

Some fields will only be printed if the scheme has been configured to use those fields.The data included in this report is:

- Lot Number
- GTIN
- Sales quantity
- Counter quantity
- Pre-pack quantity
- Traded quantity
- Weight limit
- Sales value
- Transaction count
- First Traded date
- Last Traded date
- Slaughter/Creation date
- Expiry date

11.2.10Security report

Security reports are non-clearing reports and list:

- The sequence numbers for each non-clearing reports
- The sequence numbers for each clearing reports
- The date and time of the last clearing report for each report type.

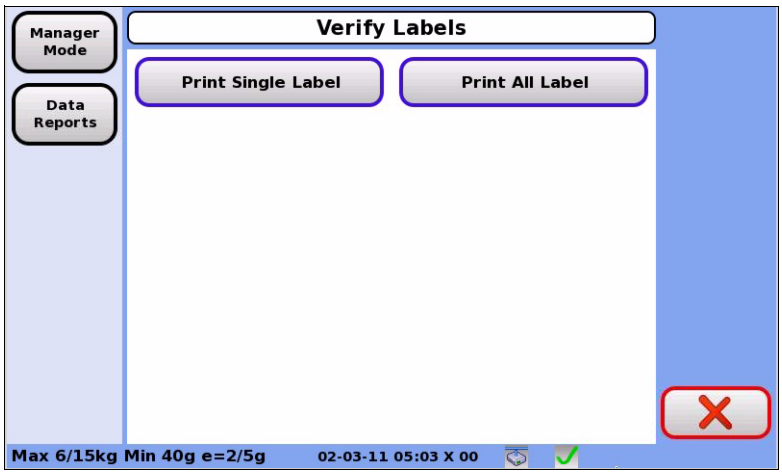
Select the report and touch

.

11.3 Data reports

11.3.1 Verify labels

This function allows you to check the appearance of the labels set up for each of the products.



Print single label

1. Touch

.
2. Select the product and touch to print the label.

Print all labels

1. Touch

.
2. Select the product and touch to print all the label.

Touch

at any time to stop the printing.

Product traceability 12

The traceability function enables individual purchases to be traced back to the original batch by printing trace details on labels for all products associated with a particular batch.Traceability is primarily used for beef products but can be used for other types of meat or for non-meat products such as fish or cheese.

Traceability works by using Schemes and Carcass numbers or Lots. The Scheme defines the types of information to be carried through the supply chain from the place of birth of the animal to the consumer.

The Carcass or Lot number references a specific carcass. A carcass may be split up as it progresses through the supply chain but this number remains the same and is carried forward to each piece of the carcass.

The carcass or lot number is usually supplied by the previous supplier in the chain all the way back to the farm where the animal was born.

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12.1, *Traceability schemes*

12.1.1, *Scheme attributes*

12.1.2, *Lots*

12.2, *Traceability data input*

12.2.1, *Multiple barcodes*

12.2.2, *Automatic creation of records*

12.3, *Counter service operation*

12.3.1, *Selecting the PLU*

12.4, *Traceability passport*

12.4.1, *Printing a duplicate passport*

12.1 Traceability schemes

The trace scheme defines the information to be collected about a carcass or batch. It also controls the information an operator will be asked to enter or the default values that will be used instead.

If a scheme has been set up for a product, the product must be associated with that scheme.

12.1.1 Scheme attributes

The information defined in the scheme is stored as a set of attributes. Typical attributes of a scheme are:

- Lot number or carcass number
- Slaughter house reference and country
- Cutting/de-boning centre reference and country
- Country of birth
- Country of rearing

The scheme may have additional attributes controlling how the data is processed.

12.1.2 Lots

A lot represents the carcass or part of the carcass (sometimes called a batch).

The lot contains all the attributes from the scheme with their values.

Example: *Lot xxxxxx*
Slaughtered in: (France)
Cut in:(France)
Born in:United Kingdom
Reared in:France

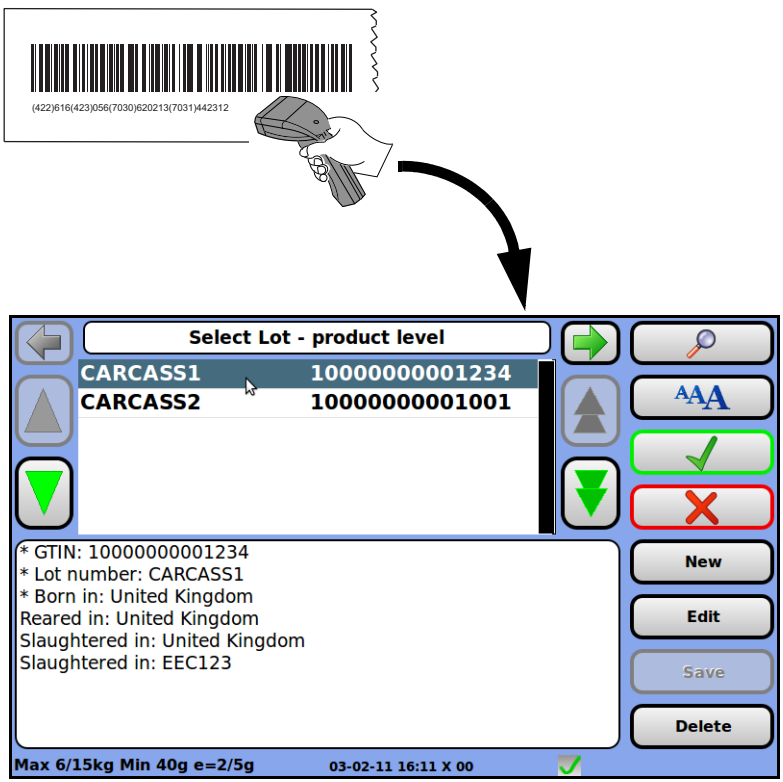
Lot details are often encoded in barcodes to make data reading error free and much quicker.

12.2 Traceability data input

Scan the full traceability barcode or enter it from the sales keyboard once and the data is stored against a Lot reference number.

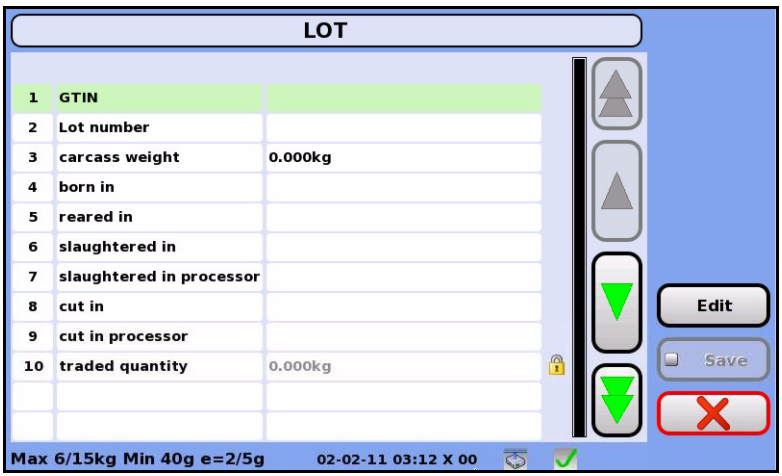
Each time you select a product, you only need to scan or enter the barcode number and the lot numbers associated with the product will be displayed.

You will only be able to enter the barcode number manually if the associated traceability scheme permits it.



If none of the existing lots match the scanned data, you can create a new lot or edit one of the existing lots.

1. Touch New to go to the lot creation screen.

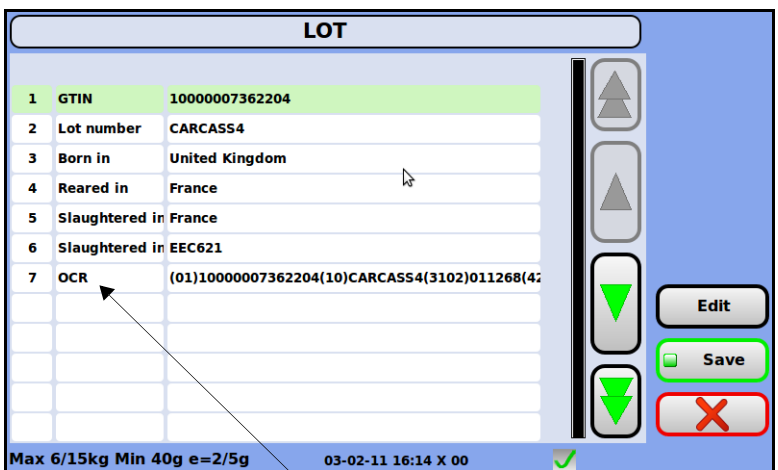


2. Scan the barcode to populate the fields or manually enter the appropriate data for each attribute.

3. Touch Save to save the new lot you have created.

Editing a lot

1. Touch Edit to go to the lot edit screen.



2. Edit the data you want to change.

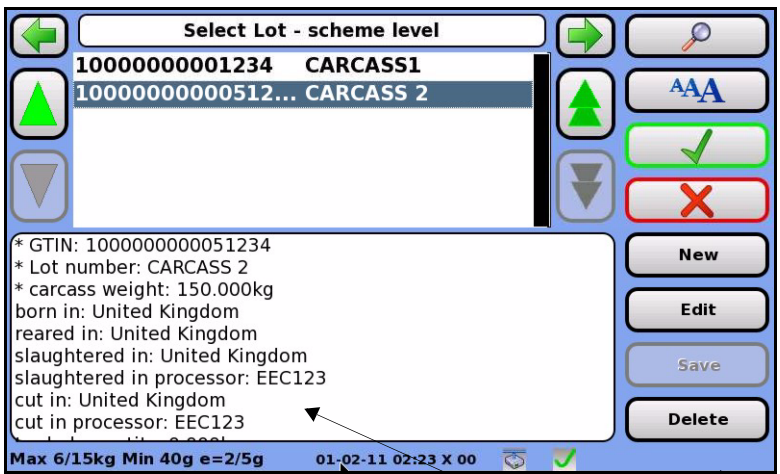
3. Touch Save when you have finished editing the data.

Note: *Once a traceability record has been created, key fields cannot be edited. When an existing record is edited, key fields are shown with a locked icon.*

12

12.2.1 Multiple barcodes

The full traceability data may extend over more than one barcode. The system will recognise this and allow you to scan several barcodes. You will see the encoded information appear in the display as you scan each barcode.

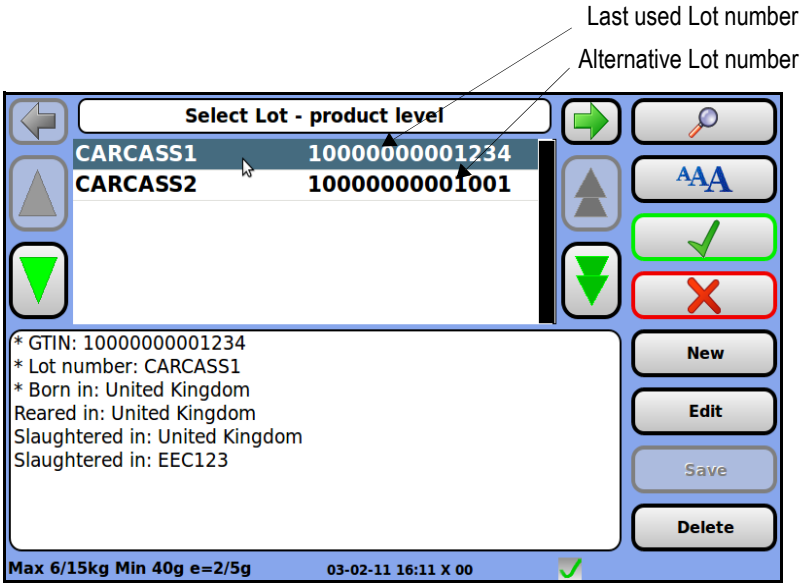


12.2.2 Automatic creation of records

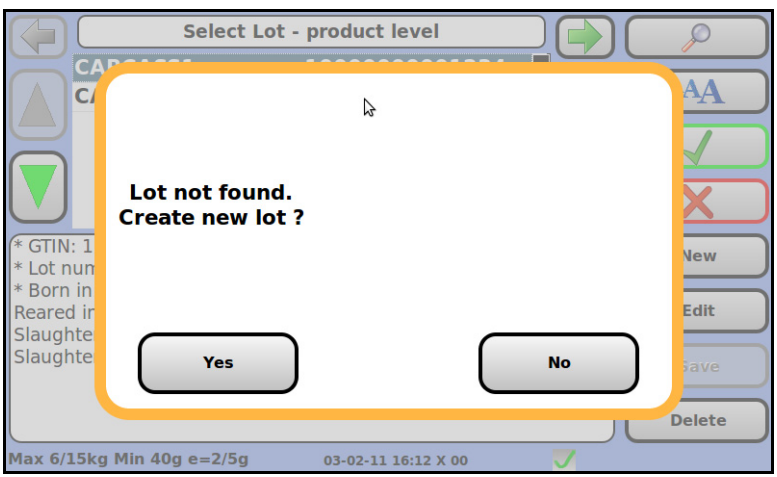
When a PLU with traceability enabled is selected, you may be prompted for the lot number. The scheme will normally have been configured to display the last used lot number for the PLU or for the scheme. You can:

- accept this number or
- select an alternative lot number.

Normal operation is that a default lot will have been assigned to the PLU. However, it is possible for a PLU to be used with more than one lot and in this case, you can select an alternative lot number from the list displayed, or create a new lot.



If the system fails to recognise an existing lot number in the scanned data, you will be prompted to create a new lot. The new lot is created automatically by the system.



Lot prompt disabled

If lot prompt is disabled for the scheme, you will not be prompted for a lot number and one of the default lot numbers described in **Automatic creation of records** will be used.

12.3 Counter service operation

You can print traceability details on labels for all products associated with a Lot.

Important: In order to sell a product, the PLU must be associated with a lot number.

In counter service, you can scan the barcoded information from a tray label for the product, or you can type in the lot number at the keyboard and the scale will print it on the label or receipt.

Tray labelling

Where the product is packed in the presence of the customer, it is not necessary to print all the carcass/batch details on each label or receipt, provided that the information is clearly displayed and obviously intended for that product.

The system enables you to set up a panel touch button to print `tray labels' for use in this mode of operation. You can use this touch button to print a counter service tray label for each tray of product on sale.

12.3.1 Selecting the PLU

1. Place the goods on the scale.
2. Select the PLU.
3. Accept the lot displayed or select an alternative lot from the list.
4. Touch .
5. Remove the goods from the scale.

12.4 Traceability passport

A carcass may be delivered with a single barcoded label attached (traceability passport) containing all the information to provide full traceability for that animal.

When the carcass has been split up for retail sale, the barcoded information is needed to create additional copies of the passport for scanning at the counter service point.

12.4.1 Printing a duplicate passport

If your scale has a duplicate passport button you can:

Note: *You must use a suitable label format.*

1. Touch the button.
2. Touch

.
3. Scan/enter or select the appropriate lot for the transaction to print the required receipt or label.
4. Touch to print the passport.

Looking After Your Scale 13

This chapter tells you how to look after your scale to ensure that you get the maximum life and quality of service from it.

Contents

13.1, *Cleaning the scale*

13.1.1, *Cleaning the touchscreen*

13.2, *Cleaning the print head*

13.2.1, *Cassette printer*

13.2.2, *Receipt printer*

13.3, *Service interval*

13.1 Cleaning the scale

CAUTION: Harsh abrasives, solvents, scouring cleaners and alkaline cleaning solutions, such as washing soda, should not be used, especially on the display windows. Under no circumstances should you attempt to wipe the inside of the scale.

The exterior may be wiped down with a clean cloth moistened with water containing a small amount of washing up liquid.

13.1.1 Cleaning the touchscreen

Use a mild detergent sprayed onto a damp cloth. Fold the cloth several times to avoid applying undue pressure to the screen. Do not spray the detergent directly onto the screen. Do not use sharp objects such as screwdrivers, knives, pens or fingernails which may damage the screen.

13.2 Cleaning the print head

WARNING:

To avoid the possibility of electric shock or damage to the scale, always switch off the scale and isolate from the power supply before performing any routine maintenance.

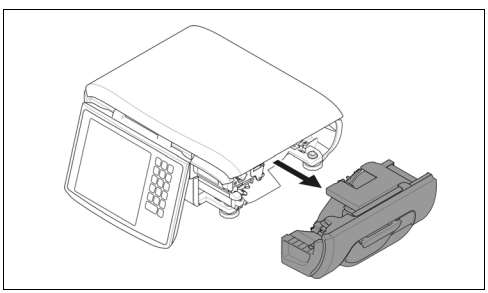
We recommend that the print head is cleaned daily in order to ensure maximum life and to maintain the print quality.

Always follow the instructions on the cleaning kit.

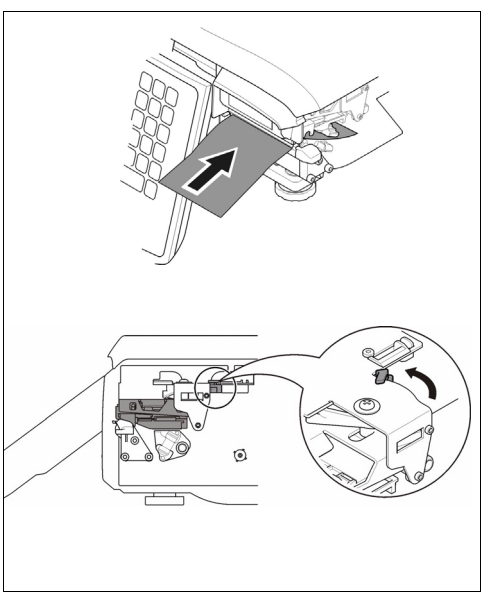
13.2.1 Cassette printer

The print head should be cleaned using the specified head cleaning kit, part number ABR20-001678, available from your Avery Berkel supplier.

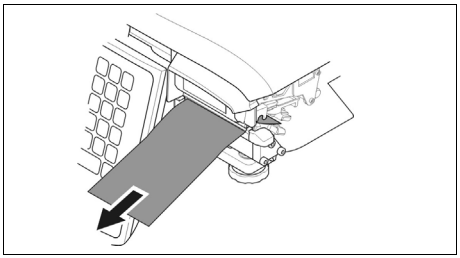
1. Remove the cassette.



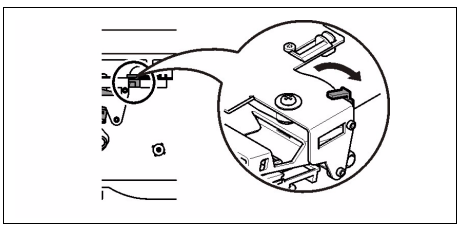
2. Insert the cleaning card and close the print head.



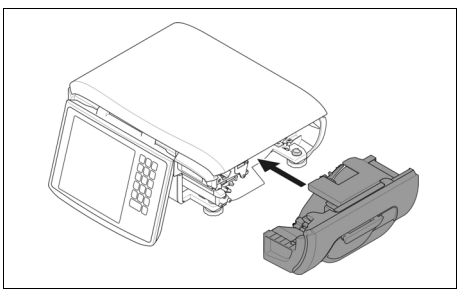
3. Pull the cleaning card through.



4. Open the print head.



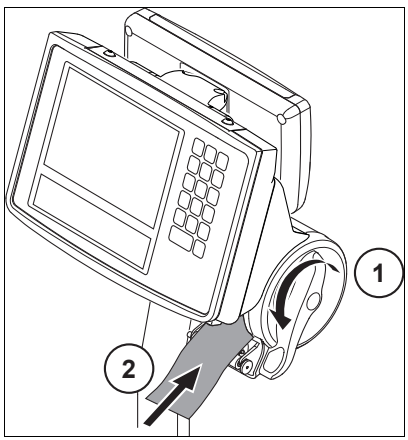
5. Replace the cassette.



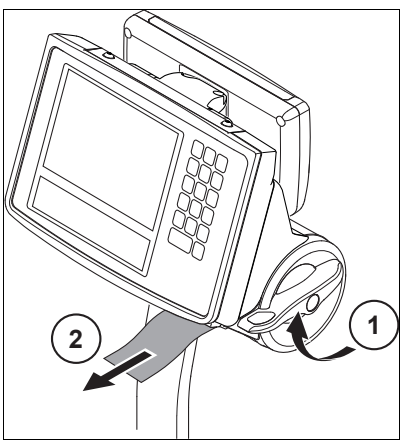
13.2.2 Receipt printer

The print head should be cleaned using the specified head cleaning kit, part number 76801-110, available from your Avery Berkel supplier.

1. Open the printer and remove the paper roll.
2. Insert the cleaning card and close the printer.



3. Pull the cleaning card through.



4. Open the printer and repeat steps 2 to 3.
5. Open the printer and replace the paper roll. Close the printer.

13.3 Service interval

Your scales may have a suitable service interval set. If a service interval has been set, a message will be displayed as you near the service date. Once the scale has been serviced, the engineer will reset the service interval.

Note: *If the scale is left switched on, the message will be displayed immediately after midnight provided that the scale is in sales mode.*

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